



Powerware

**Powerware® 9355 UPS  
10/15 kVA  
User's Guide**

## Class A EMC Statements

### FCC Part 15

**NOTE** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### ICES-003

This Class A Interference Causing Equipment meets all requirements of the Canadian Interference Causing Equipment Regulations ICES-003.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

### IEC 62040-2

Some configurations are classified under IEC 62040-2 as "Class-A UPS for Unrestricted Sales Distribution." For these configurations, the following applies:

**WARNING** This is a Class A-UPS Product. In a domestic environment, this product may cause radio interference, in which case, the user may be required to take additional measures.

Powerware, ABM, and Powerware Hot Sync are registered trademarks and X-Slot, ConnectUPS, and LanSafe are trademarks of Eaton Power Quality Corporation.

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## **Requesting a Declaration of Conformity**

Units that are labeled with a CE mark comply with the following harmonized standards and EU directives:

- Harmonized Standards: IEC 62040-1-1 and IEC 62040-2; IEC 60950 Third Edition

- EU Directives:

73/23/EEC, Council Directive on equipment designed for use within certain voltage limits

93/68/EEC, Amending Directive 73/23/EEC

89/336/EEC, Council Directive relating to electromagnetic compatibility

92/31/EEC, Amending Directive 89/336/EEC relating to EMC

The EC Declaration of Conformity is available upon request for products with a CE mark. For copies of the EC Declaration of Conformity, contact:

Eaton Power Quality Oy

Koskelontie 13

FIN-02920 Espoo

Finland

Phone: +358-9-452 661

Fax: +358-9-452 665 68

## Special Symbols

The following are examples of symbols used on the UPS or accessories to alert you to important information:



**RISK OF ELECTRIC SHOCK** - Indicates that a risk of electric shock is present and the associated warning should be observed.



**CAUTION: REFER TO OPERATOR'S MANUAL** - Refer to your operator's manual for additional information, such as important operating and maintenance instructions.



This symbol indicates that you should not discard the UPS or the UPS batteries in the trash. This product contains sealed, lead-acid batteries and must be disposed of properly. For more information, contact your local recycling/reuse or hazardous waste center.



This symbol indicates that you should not discard waste electrical or electronic equipment (WEEE) in the trash. For proper disposal, contact your local recycling/reuse or hazardous waste center.



**ON** - Indicates that the switch is in the ON position.



**OFF** - Indicates that the switch is in the OFF position.



**PHASE** - The word "phase."

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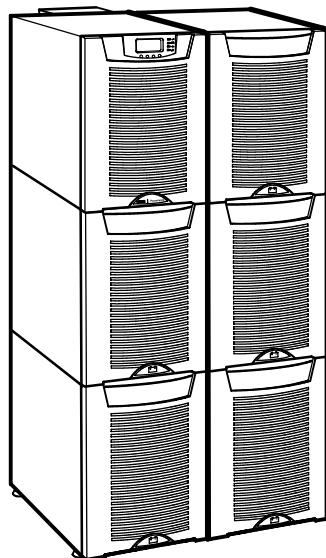
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## Chapter 1 Introduction

The Powerware® 9355 uninterruptible power supply (UPS) is a true online, double-conversion three-phase system that can be used to prevent loss of valuable electronic information and minimize equipment downtime. It is ideal for protecting essential information technology and electrical engineering infrastructure in corporate, telecom, health care, banking, and industrial applications.

The Powerware 9355 UPS continually monitors incoming electrical power and removes the surges, spikes, sags, and other irregularities that are inherent in commercial utility power. Working with a building's electrical system, the UPS supplies clean, consistent power that sensitive electronic equipment requires for reliable operation. During brownouts, blackouts, and other power interruptions, batteries provide emergency power to safeguard operation.

With the Powerware 9355 UPS, you can safely eliminate the effects of electrical line disturbances and guard the integrity of your systems and equipment. Figure 1 shows the Powerware 9355 UPS and an optional Extended Battery Module (EBM).



**Figure 1. The Powerware 9355 UPS and EBM (3-High Cabinets Shown)**

Providing outstanding performance and reliability, the Powerware 9355 UPS's unique benefits including the following:

- Online UPS design with pure sine wave output. The UPS filters and regulates incoming AC power and provides consistent power to your equipment without draining the battery.
- More wattage in less space with a 0.9 power factor—protecting more equipment and leaving more room for expansion.
- A UPS maintenance bypass switch that provides a Make-Before-Break (MBB) wrap-around bypass for UPS maintenance or service without shutting down the load.
- Support for Powerware Hot Sync® paralleling of multiple modules for redundancy or extra capacity.
- Input current total harmonic distortion (THD) of less than five percent, using active input power factor correction.
- ABM® technology that uses advanced battery management to increase battery service life, optimize recharge time, and provide a warning before the end of useful battery life.
- Up to three hours of extended runtime with added EBMs.
- Advanced power management with the Software Suite CD for graceful shutdowns and power monitoring.
- Emergency shutdown control through the remote emergency power-off (REPO) port.
- Start-on-battery capability for powering up the UPS even if utility power is not available.
- Standard communication options with a DB-9 serial port, relay output contacts, and programmable signal inputs.
- Optional X-Slot™ cards with enhanced communication capabilities for increased power protection and control.

The following options for the Powerware 9355 are available:

- **Remote Monitor Panel (RMP)**

The optional RMP provides monitoring of the operational status and alarm condition of the UPS from virtually any location within the facility. You can install multiple RMPs at remote locations to increase your monitoring capabilities.

- **Power Distribution Module (PDM)**

The optional PDM comes equipped with several different types of output receptacles.

- **Parallel Tie Cabinet**

An optional parallel system with up to four UPSs can be installed to provide a parallel capacity and/or redundant system. This load sharing system provides more capacity than a single UPS and can provide backup, depending on the load and configuration. In addition, when one UPS is taken out of service for maintenance or is not operating properly, a redundant UPS continues to supply uninterrupted power to the critical load. A parallel Powerware Hot Sync Computer Area Network (CAN) Bridge Card provides connectivity for system metering and operational mode control. The parallel system consists of two to four UPSs, each with a parallel CAN Bridge Card, and a parallel tie cabinet. Refer to the *Powerware 9355 Parallel UPS (10/15 kVA) User's Guide* for more information.

- **Wall-Mounted Bypass Switch**

The optional wall-mounted bypass switch is used to bypass the UPS during maintenance or servicing, providing wrap-around bypass for UPS service without shutting down the load.

- **Input Isolation Transformer**

The optional input isolation transformer is located at the bottom of a 3-high UPS model. The isolation transformer allows operation from a 480V or 600V 60-Hz source.

- **Seismic Kit**

The optional seismic kit secures the UPS and optional EBMs for Zone 4 seismic installations.



## Chapter 2 Safety Warnings

### IMPORTANT SAFETY INSTRUCTIONS SAVE THESE INSTRUCTIONS

This manual contains important instructions that you should follow during installation and maintenance of the UPS and batteries. Please read all instructions before operating the equipment and save this manual for future reference.

#### DANGER



This UPS contains **LETHAL VOLTAGES**. All repairs and service should be performed by **AUTHORIZED SERVICE PERSONNEL ONLY**. There are **NO USER SERVICEABLE PARTS** inside the UPS.

#### WARNING



- This UPS contains its own energy source (batteries). The UPS output may carry live voltage even when the UPS is not connected to an AC supply.
- To reduce the risk of fire or electric shock, install this UPS in a temperature and humidity controlled, indoor environment, free of conductive contaminants. Ambient temperature must not exceed 40°C (104°F). Do not operate near water or excessive humidity (95% maximum).
- To reduce the risk of fire, connect only to a circuit provided with 100 amperes maximum branch circuit overcurrent protection in accordance with the National Electrical Code, ANSI/NFPA 70.
- Output overcurrent protection and disconnect switch must be provided by others.

#### CAUTION



- Batteries can present a risk of electrical shock or burn from high short circuit current. Observe proper precautions. Servicing should be performed by qualified service personnel knowledgeable of batteries and required precautions. Keep unauthorized personnel away from batteries.
- Proper disposal of batteries is required. Refer to your local codes for disposal requirements.
- Never dispose of batteries in a fire. Batteries may explode when exposed to flame.

## Consignes de Sécurité

**CONSIGNES DE SÉCURITÉ IMPORTANTES  
CONSERVER CES INSTRUCTIONS  
CE MANUEL CONTIENT DES CONSIGNES DE SÉCURITÉ  
IMPORTANTES**

**DANGER!**



Cet onduleur contient des TENSIONS MORTELLES. Toute opération d'entretien et de réparation doit être EXCLUSIVEMENT CONFIÉE A UN PERSONNEL QUALIFIÉ AGRÉÉ. AUCUNE PIÈCE RÉPARABLE PAR L'UTILISATEUR ne se trouve dans l'onduleur.

**WARNING**



- Cet onduleur renferme sa propre source d'énergie (batteries). Les prises de sortie peuvent être sous tension même lorsque l'onduleur n'est pas branché sur le secteur.
- Pour réduire les risques d'incendie et de décharge électrique, installer l'onduleur uniquement à l'intérieur, dans un lieu dépourvu de matériaux conducteurs, où la température et l'humidité ambiante sont contrôlées. La température ambiante ne doit pas dépasser 40 °C. Ne pas utiliser à proximité d'eau ou dans une atmosphère excessivement humide (95 % maximum).
- La protection contre une surintensité pour le(s) circuit(s) de sortie de courant alternatif doit être fournie par un autre fournisseur.
- Les interrupteurs de déconnexion convenables pour le(s) circuit(s) de sortie de courant alternatif doivent être fournie par un autre fournisseur.

**ATTENTION!**



- Les batteries peuvent présenter un risque de décharge électrique ou de brûlure par des courts-circuits de haute intensité. Prendre les précautions nécessaires.
- Une mise au rebut réglementaire des batteries est obligatoire. Consulter les règlements en vigueur dans votre localité.
- Ne jamais jeter les batteries au feu. L'exposition aux flammes risque de les faire exploser.

## Advertencias de Seguridad

**INSTRUCCIONES DE SEGURIDAD IMPORTANTES  
GUARDE ESTAS INSTRUCCIONES  
ESTE MANUAL CONTIENE INSTRUCCIONES DE SEGURIDAD  
IMPORTANTES**

### PELIGRO



Este SIE contiene VOLTAJES MORTALES. Todas las reparaciones y el servicio técnico deben ser efectuados SOLAMENTE POR PERSONAL DE SERVICIO TÉCNICO AUTORIZADO. No hay NINGUNA PARTE QUE EL USUARIO PUEDA REPARAR dentro del SIE.

### WARNING



- Este SIE contiene su propia fuente de energía (las baterías). Los receptáculos de salida pueden transmitir corriente eléctrica aun cuando el SIE no esté conectado a un suministro de corriente alterna (c.a.).
- Para reducir el riesgo de incendio o de choque eléctrico, instale este SIE en un lugar cubierto, con temperatura y humedad controladas, libre de contaminantes conductores. La temperatura ambiente no debe exceder los 40°C. No trabaje cerca del agua o con humedad excesiva (95% máximo).
- La protección contra exceso de corriente para el/los circuito(s) de CA de salida será suministrada por terceros.
- Los interruptores de desconexión debidamente clasificados para el/los circuito(s) de CA de salida serán suministrados por terceros.

### PRECAUCIÓN



- Las baterías pueden presentar un riesgo de descargas eléctricas o de quemaduras debido a la alta corriente de cortocircuito. Preste atención a las instrucciones correspondientes.
- Es necesario desechar las baterías de un modo adecuado. Consulte las normas locales para conocer los requisitos pertinentes.
- Nunca deseche las baterías en el fuego. Las baterías pueden explotar si se las expone a la llama.



## Chapter 3 UPS Setup

This chapter describes:

- Equipment inspection
- Floor loading and clearances
- Unloading the cabinet(s)

The instructions are intended for the chief operator/system supervisor, electrical consultants, and installation electricians. Local regulations and electrical code must be followed during the UPS installation.

### Inspecting the Equipment

If any equipment has been damaged during shipment, keep the shipping and packing materials for the carrier or place of purchase and file a claim for shipping damage. If you discover damage after acceptance, file a claim for concealed damage.

To file a claim for shipping damage or concealed damage: 1) File with the carrier within 15 days of receipt of the equipment; 2) Send a copy of the damage claim within 15 days to your service representative.



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**NOTE** *Check the battery recharge date on the packaging label. If the date has expired and the batteries were never recharged, do not use the UPS. Contact your service representative.*

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## Floor Loading

When planning the installation, consider the UPS weight for floor loading. The strength of the installation surface must be adequate for point and distributed loadings. The approximate weights are shown in the following table.

Standard Model Floor Loadings (2-High/3-High Cabinets)		
Powerware 9355	Maximum Weight	Point Loading lb/in <sup>2</sup> (kg/cm <sup>2</sup> )
2-High UPS	381 lb (173 kg)	95 (6.7)
3-High UPS-32	587 lb (266 kg)	147 (10.3)
3-High UPS-64	619 lb (281 kg)	155 (10.9)
2-High EBM	480 lb (218 kg)	120 (8.4)
3-High EBM	710 lb (322 kg)	178 (12.5)

## Clearances

The following clearances are recommended for the Powerware 9355 UPS:

<b>From Front of Cabinet</b>	36" (91.4 cm) working space
<b>From Back of Cabinet</b>	6" (15.2 cm) without PDM installed; with PDM installed, clearance determined by customer-supplied mating plug

## Unloading the Cabinet(s)

The following tools are required for unloading the cabinet(s):

- 15 mm wrench or socket
- 7 mm nut driver or socket

### CAUTION



The UPS and EBM are heavy (see page 10). Unloading the cabinets requires at least two people to safely remove the cabinets from the pallet.

To unload three-high cabinets or two-high EBMs, continue to the following section. To unload two-high UPS cabinets, proceed to page 15.

## Three-High Cabinets or Two-High EBMs

To remove a three-high cabinet or a two-high EBM from the shipping pallet:

1. Remove the two M10 bolts securing the stabilizing bracket to the pallet (see Figure 2).

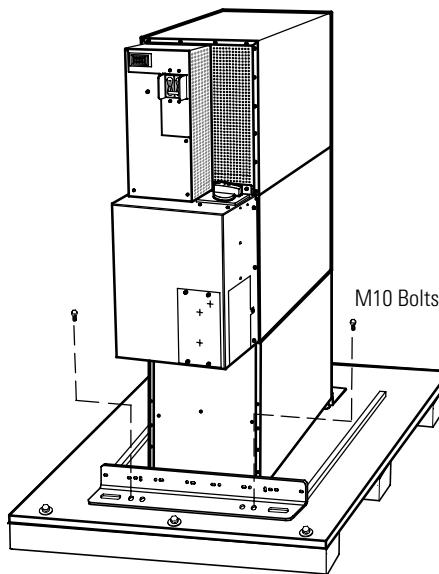


Figure 2. Removing the Stabilizing Bracket Bolts

2. Remove the four M4 screws securing the stabilizing bracket to the cabinet rear panel and remove the bracket (see Figure 3). Retain the hardware for later use.



**NOTE** *Be sure to retain the stabilizing bracket and hardware for later re-assembly onto the cabinet.*

3. Remove the front cover from the bottom cabinet to access the front shipping bracket.

Press and release the handle latch at the bottom of the cover and then lift the cover up and off the cabinet.

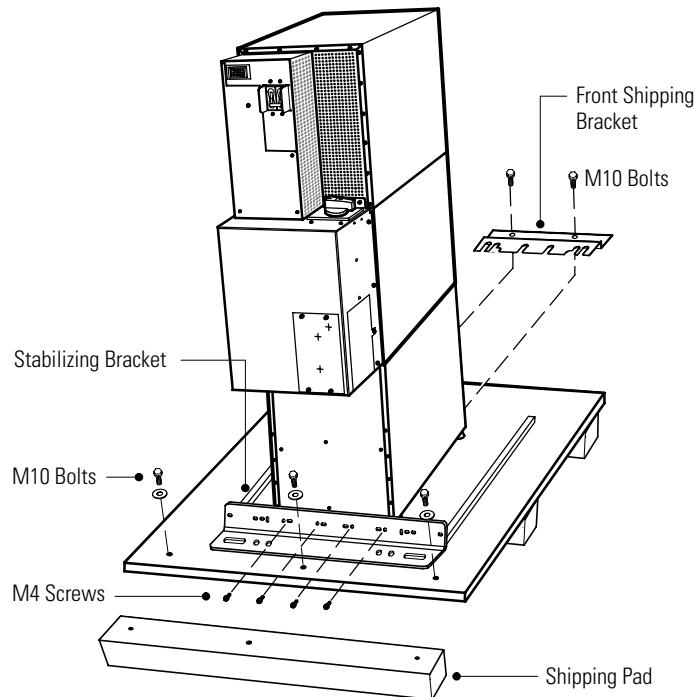
4. Remove the three M10 bolts securing the rear shipping pad to the pallet and remove the shipping pad.



**NOTE** Hold the back of the cabinet so that the bolts can be removed easily without the cabinet rolling backward.

5. Remove the two M10 bolts securing the front shipping bracket and remove the bracket.

If needed, adjust the leveling feet to release the bracket.



**Figure 3. Removing the Brackets and Shipping Pad**

6. Reinstall the front cover removed in Step 3.

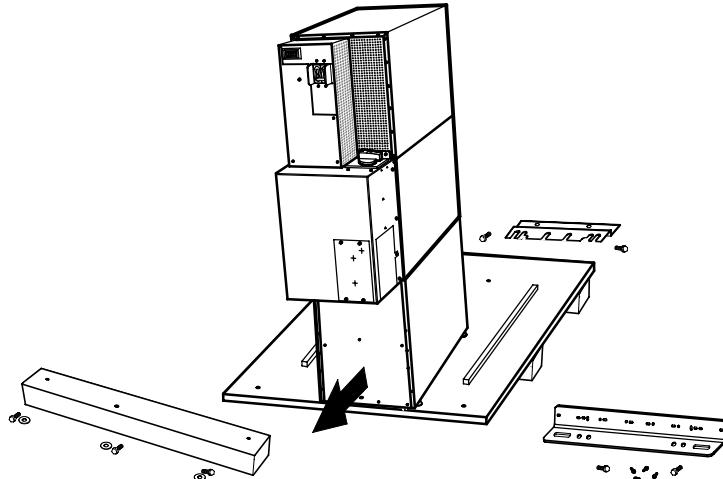
Hang the top edge of the cover on the cabinet first, then lower the bottom edge and snap into place.



**NOTE** Be sure to support the front and back of the cabinet when rolling it off the pallet to prevent tipping.

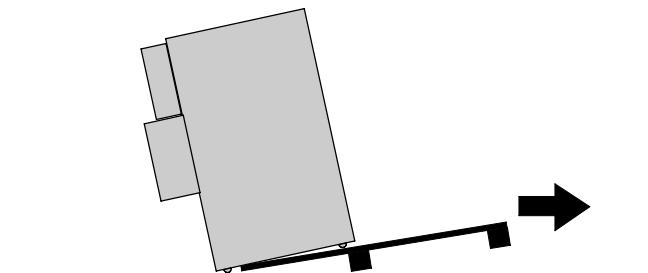
7. Slowly roll the cabinet toward the rear of the pallet. Once the pallet tilts, continue rolling the cabinet down the pallet until the cabinet touches the floor (see Figure 4).

If needed, adjust the leveling feet so that the cabinet will roll.



**Figure 4. Unloading the Cabinet**

8. With the cabinet supported, slowly pull the pallet away from the cabinet (see Figure 5).



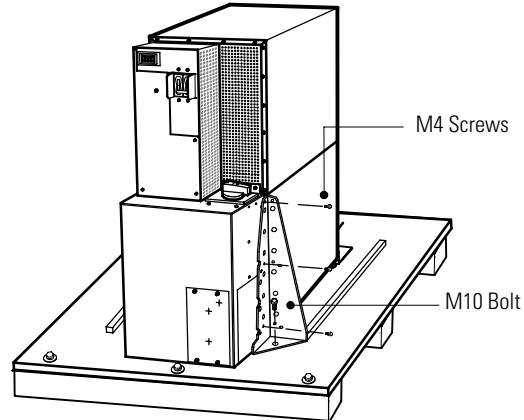
**Figure 5. Removing the Pallet**

9. Roll the cabinet to the desired location.
10. Continue to “Selecting an Installation Option” on page 18.

## Two-High UPS Cabinets

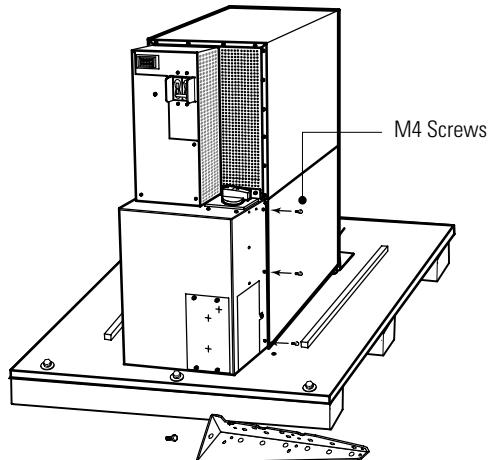
To remove a two-high UPS from the shipping pallet:

1. Remove the M10 bolt securing the vertical bracket to the pallet (see Figure 6).
2. Remove and retain the three M4 screws securing the vertical bracket to the UPS. Remove the vertical bracket.



**Figure 6. Removing the Vertical Bracket**

3. Reinstall the M4 screws to the UPS (see Figure 7).



**Figure 7. Reinstalling the M4 Screws**

4. Repeat Steps 1 through 3 to remove the vertical bracket on the other side.
5. Remove the front cover from the bottom cabinet to access the front shipping bracket.

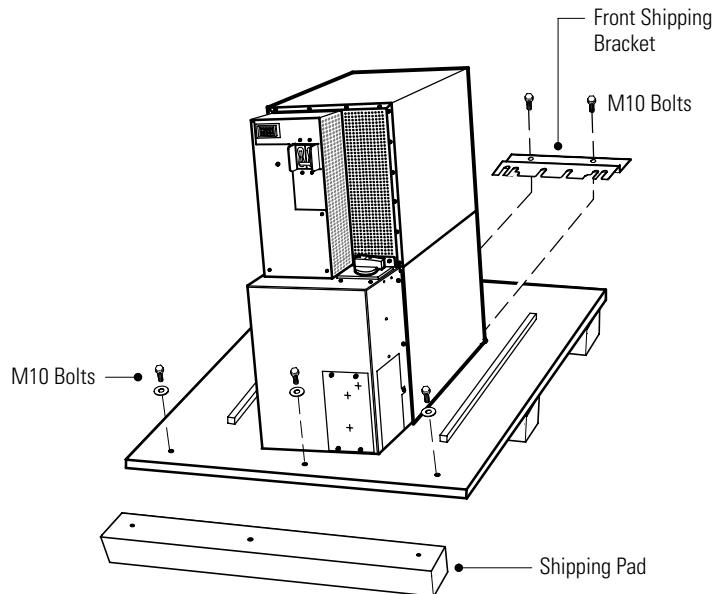
Press and release the handle latch at the bottom of the cover and then lift the cover up and off the cabinet.
6. Remove the three M10 bolts securing the rear shipping pad to the pallet and remove the shipping pad (see Figure 8).



**NOTE** Hold the back of the cabinet so that the bolts can be removed easily without the cabinet rolling backward.

7. Remove the two M10 bolts securing the front shipping bracket and remove the bracket.

If needed, adjust the leveling feet to release the bracket.



**Figure 8. Removing the Front Shipping Bracket and Shipping Pad**

**8.** Reinstall the front cover removed in Step 5.

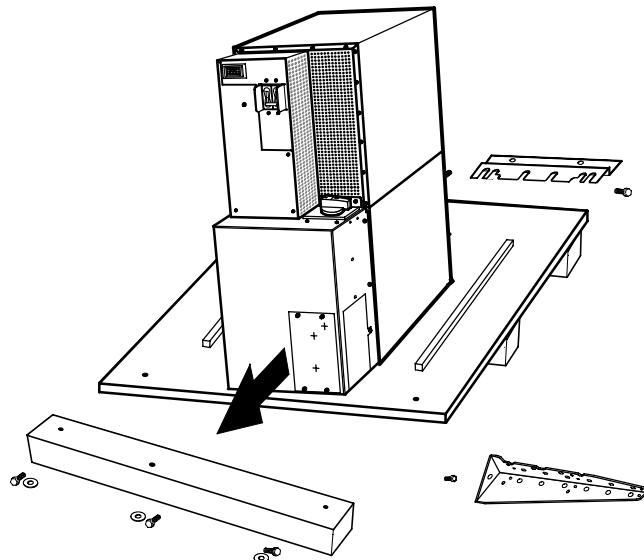
Hang the top edge of the cover on the cabinet first, then lower the bottom edge and snap into place.



**NOTE** Be sure to support the front and back of the cabinet when rolling it off the pallet to prevent tipping.

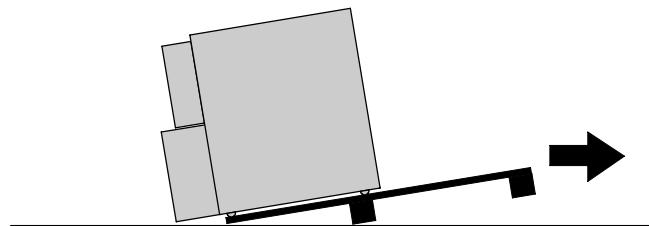
**9.** Slowly roll the cabinet toward the rear of the pallet. Once the pallet tilts, continue rolling the cabinet down the pallet until the cabinet touches the floor (see Figure 9).

If needed, adjust the leveling feet so that the cabinet will roll.



**Figure 9. Unloading the Cabinet**

**10.** With the cabinet supported, slowly pull the pallet away from the cabinet (see Figure 10).



**Figure 10. Removing the Pallet**

**11.** Roll the cabinet to the desired location.

**12.** Continue to the following section, “Selecting an Installation Option.”

## Selecting an Installation Option

You are now ready to install the Powerware 9355 UPS. Select one of the following installation options according to your UPS configuration:

UPS Configuration	Installation Chapter
UPS only	Chapter 4, “UPS Installation” on page 19
UPS with an optional input isolation transformer	Chapter 4, “UPS Installation” on page 19
UPS with an optional wall-mounted bypass switch	Chapter 5, “Wall-Mounted Bypass Switch Installation” on page 29
Parallel UPS configuration	Refer to the <i>Powerware 9355 Parallel UPS (10/15 kVA) User’s Guide</i> .

## Chapter 4 UPS Installation

The Powerware 9355 has the following power connections:

- 3-phase (L1, L2, and L3), neutral, and ground connection for rectifier/bypass input
- 3-phase (L1, L2, and L3), neutral, and ground connection for load output

The nominal input/output voltages are:

- 120/208 or 127/220 Vac
- 480V or 600V 60-Hz input is available using the optional input isolation transformer module

Output overcurrent protection and disconnect switch must be provided by others.

Figure 15 through Figure 17 beginning on page 25 show the oneline diagrams.

### WARNING



Only qualified service personnel (such as a licensed electrician) should perform the UPS installation and initial startup. Risk of electrical shock.

To hardwire the UPS:

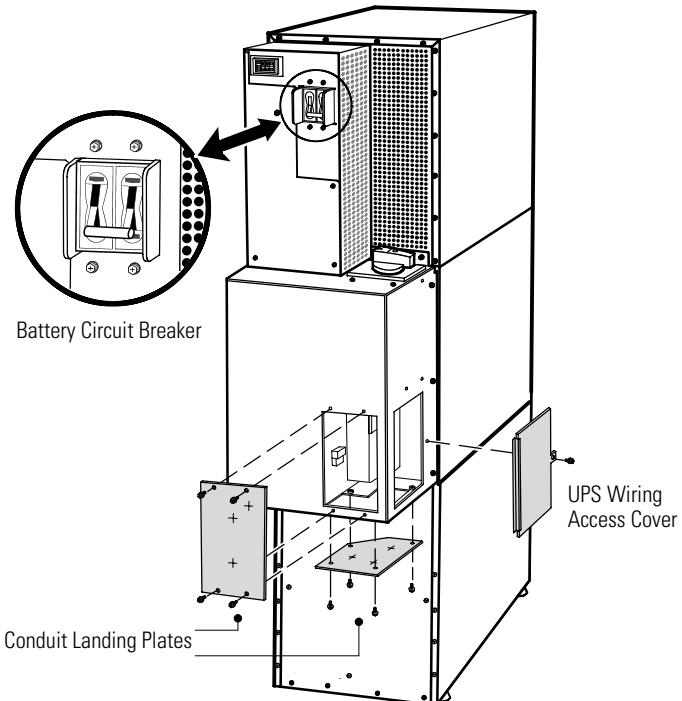
1. Verify that the electrical connections to the installation site have been properly installed.
2. A wall-mounted, user-supplied, readily-accessible disconnection device must be incorporated in the input wiring.

Compare the circuit breaker ratings to the ones in Table 1 on page 22.

**NOTE** *To accommodate the feature of easy system expandability, it is recommended that initial installation of the Powerware 9355 UPS contain wiring to support the maximum capacity of the UPS cabinet.*

3. Switch off utility power to the distribution point where the UPS will be connected. Be absolutely sure there is no power.

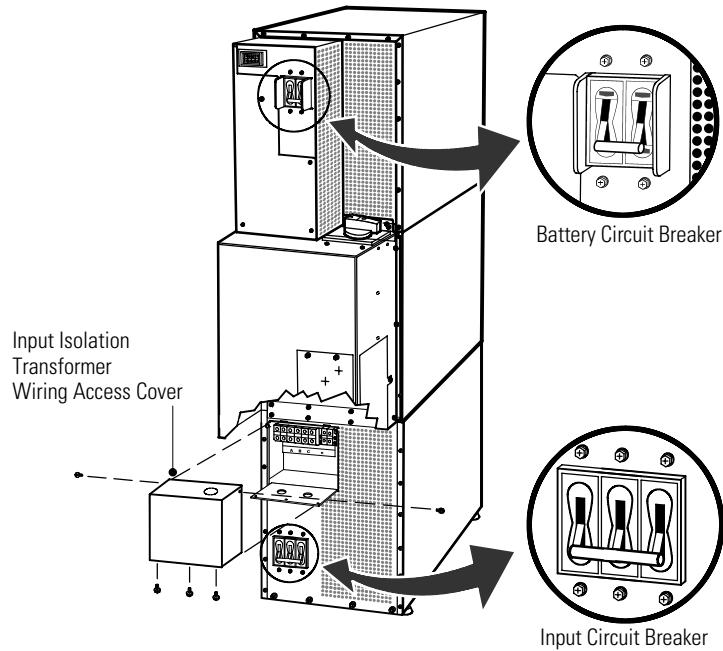
4. Determine your equipment's grounding requirements according to your local electrical code.
5. Verify that the UPS battery circuit breaker is in the OFF position (see Figure 11).



**Figure 11. UPS Rear View (3-High Shown)**

6. For UPS only installations, continue to Step 7; for UPS installations with an input isolation transformer, proceed to Step 10.
7. Remove the UPS wiring access cover and one of the conduit landing plates and retain (see Figure 11).
8. Punch two holes in the conduit landing plate for the input and output conduit using a Greenlee® punch or similar device.
9. Proceed to Step 12.

10. Verify that the input circuit breaker is in the OFF position (see Figure 12).
11. Remove the input isolation transformer wiring access cover and retain.



**Figure 12. UPS with Input Isolation Transformer Rear View**

12. Hardwire the input, output, and ground terminations for the UPS or input isolation transformer. See Table 1 for wiring specifications.

For a detailed view of the terminal block, see Figure 13 or Figure 14 on page 23.



**NOTE** Input neutral must be wired for proper operation. Failure to connect an input neutral will void the warranty.

**NOTE** The Powerware 9355 UPS is a single-feed UPS only.

**Table 1. Terminal Block Wiring**

10 kVA Input Voltage	Wire Function	Input Circuit Breaker Size	L1, L2, L3, N Wire Size <sup>1</sup>	Ground Wire Size <sup>1</sup>	Tightening Torque	Conduit Size <sup>2,3</sup> (Number of Conduits)
208	Input	45A	6 AWG	10 AWG	120 lb in (13.5 Nm)	1.00" conduit (1)
220		45A	8 AWG	10 AWG		
480 (with transformer)		20A	12 AWG	12 AWG		
600 (with transformer)		20A	12 AWG	14 AWG		
208	Output		8 AWG	10 AWG	120 lb in (13.5 Nm)	1.00" conduit (1)
220			8 AWG	10 AWG		
480 (with transformer)			8 AWG	10 AWG		
600 (with transformer)			8 AWG	10 AWG		
15 kVA Input Voltage	Wire Function	Input Circuit Breaker Size	L1, L2, L3, N Wire Size <sup>1</sup>	Ground Wire Size <sup>1</sup>	Tightening Torque	Conduit Size <sup>2,3</sup> (Number of Conduits)
208	Input	60A	4 AWG	10 AWG	120 lb in (13.5 Nm)	1.25" conduit (1)
220		60A	4 AWG	10 AWG		
480 (with transformer)		30A	10 AWG	10 AWG		
600 (with transformer)		25A	10 AWG	10 AWG		
208	Output		6 AWG	10 AWG	120 lb in (13.5 Nm)	1.00" conduit (1)
220			6 AWG	10 AWG		
480 (with transformer)			6 AWG	10 AWG		
600 (with transformer)			6 AWG	10 AWG		

**1** Use only 90°C-rated copper wire. Minimum wire size is based on 120/208 full load ratings applied to NEC Code Table 310-16. Code may require a larger AWG size than shown in this table because of temperature, number of conductors in the conduit, or long service runs. Follow local requirements.

**2** Per NEC article 300-20(a), all three-phase conductors must be run in the same conduit. Neutral and ground must be run in the same conduit as the phase conductors.

**3** Conduit is sized to accommodate one neutral conductor the same size as the phase conductor and one #8 AWG ground conductor. If two neutral conductors or an oversized neutral conductor are to be installed, check the size of the conduit needed to accommodate the extra wire or size and use that conduit size in place of the conduit size listed. Conduit sizes were chosen from NEC Table C1, type letters RHH, RHW, RHW-2, TW, THW, THHW, THW-2.

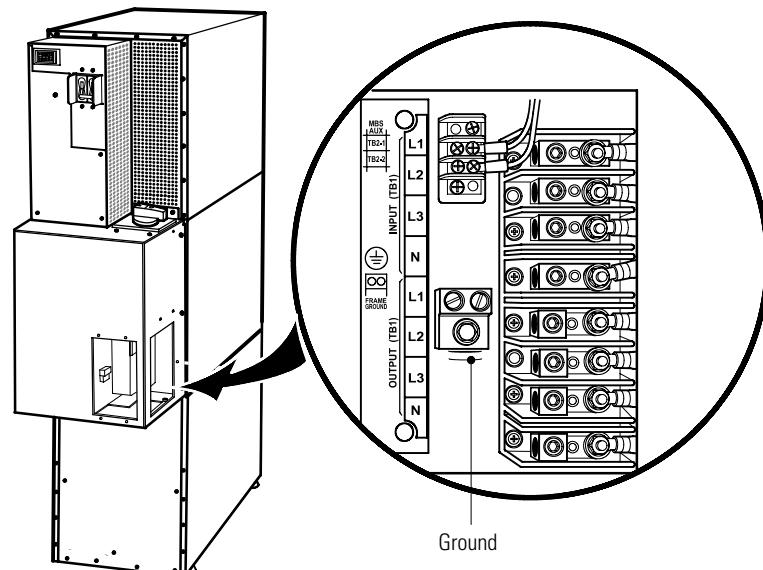


Figure 13. UPS Terminal Block (3-High Shown)

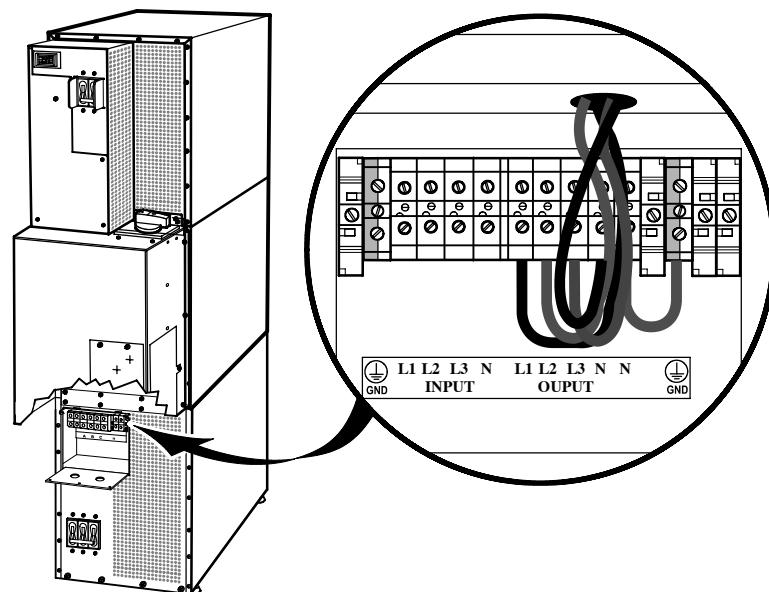


Figure 14. Input Isolation Transformer Terminal Block

**13.** For UPS only installations, replace the UPS wiring access cover and conduit landing plate.

For UPS installations with an input isolation transformer, replace the transformer wiring access cover.

**14.** Continue to “Stabilizing the Cabinet” on page 41 to complete the UPS installation.

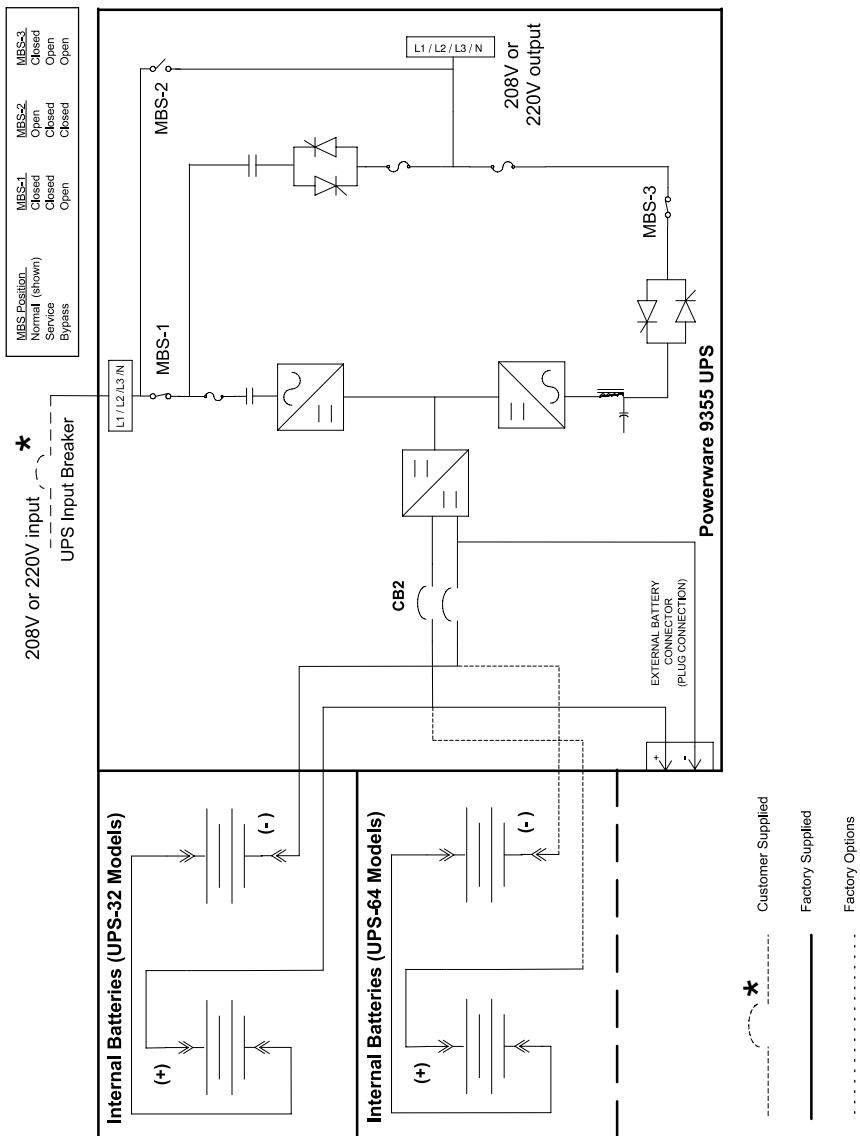


Figure 15. UPS Wiring Diagram

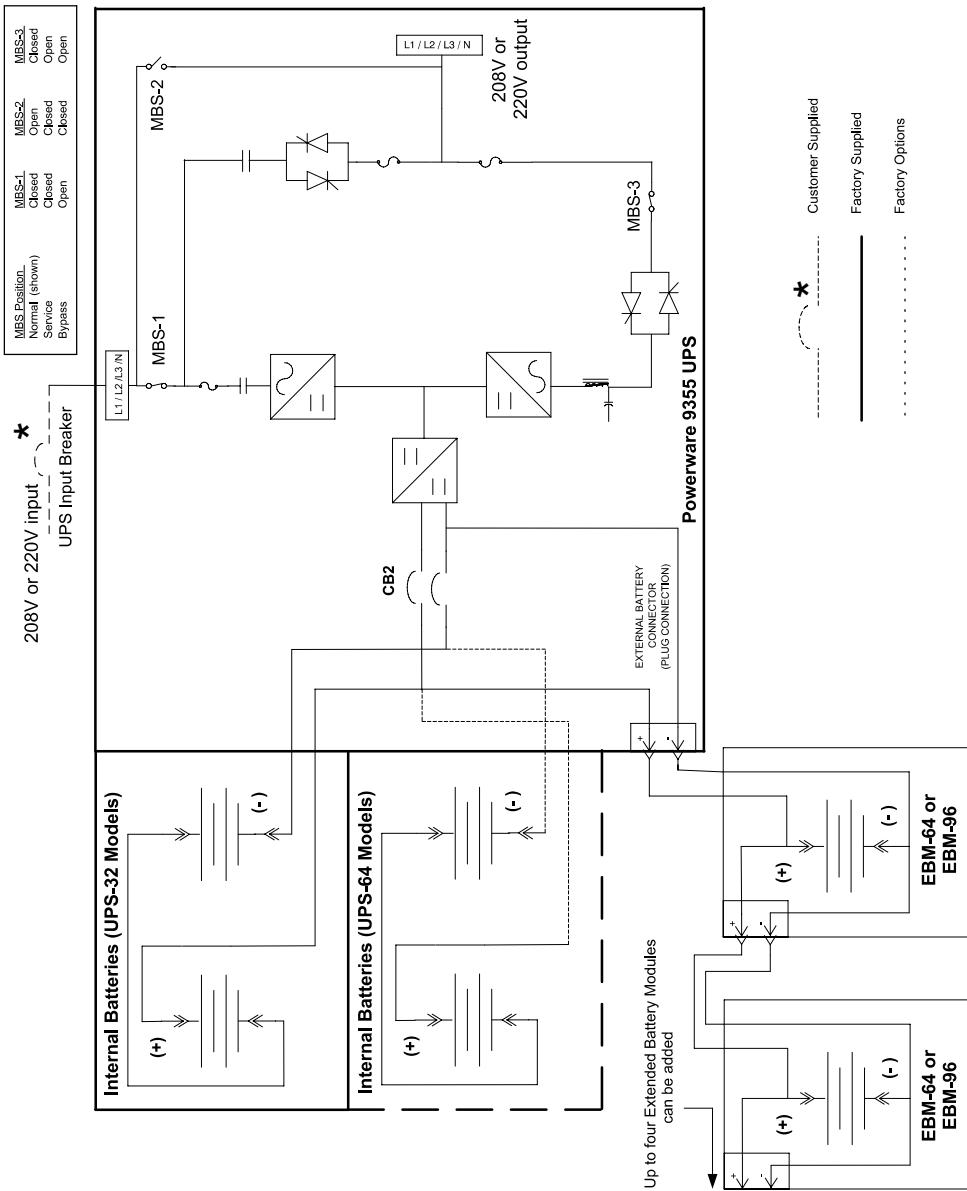


Figure 16. UPS with Extended Battery Modules Wiring Diagram

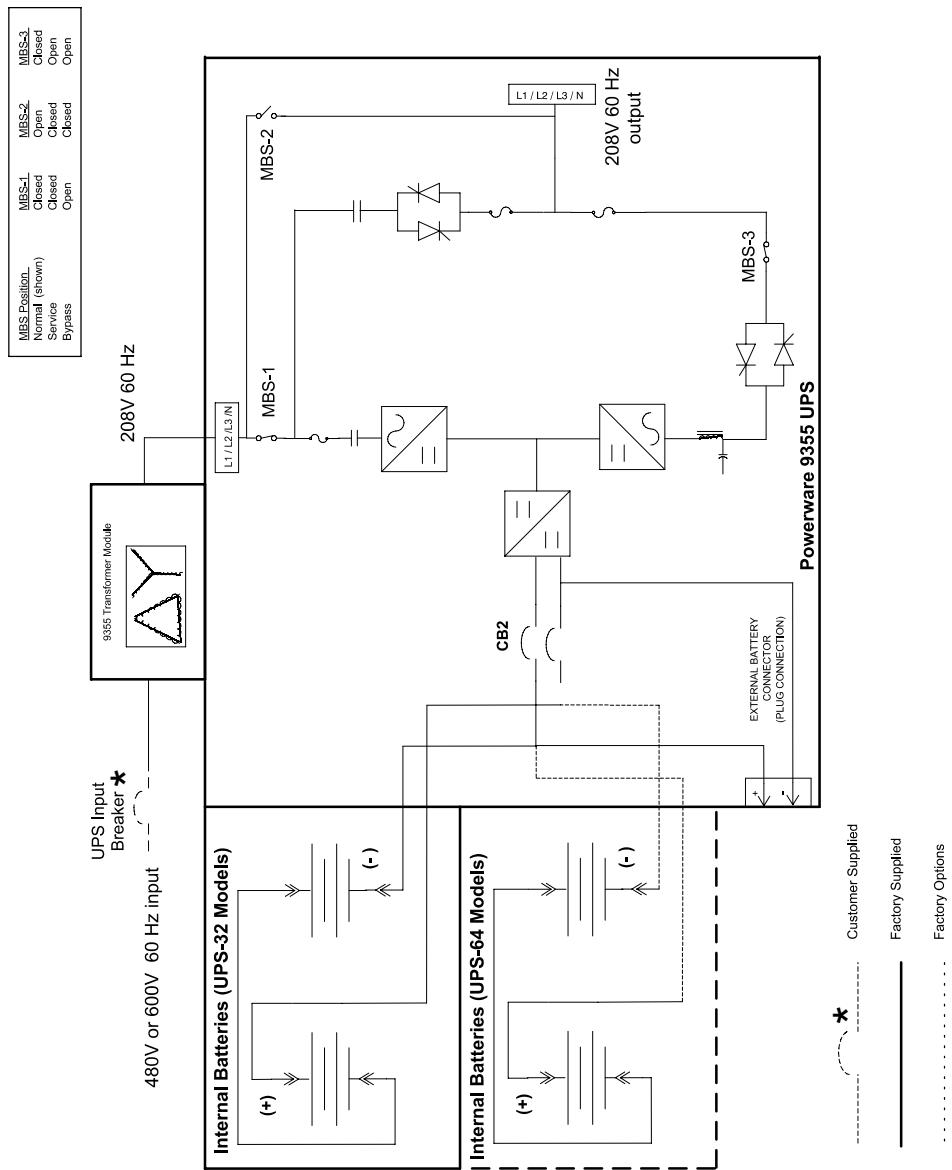


Figure 17. UPS with Input Isolation Transformer Wiring Diagram



## Chapter 5 Wall-Mounted Bypass Switch Installation

This chapter describes installing the wall-mounted bypass switch with the UPS. The wall-mounted bypass switch is a Make-Before-Break (MBB) maintenance bypass switch.



**NOTE** *The input isolation transformer cannot be used with the wall-mounted bypass switch.*

The Powerware 9355 has the following power connections:

- 3-phase (L1, L2, and L3), neutral, and ground connection for rectifier/bypass input
- 3-phase (L1, L2, and L3), neutral, and ground connection for load output

The nominal input/output voltages are:

- 120/208 or 127/220 Vac

Output overcurrent protection and disconnect switch must be provided by others.

Figure 26 and Figure 27 beginning on page 39 show the oneline diagrams.

**WARNING**

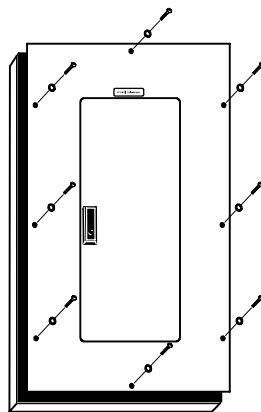
Only qualified service personnel (such as a licensed electrician) should perform the UPS installation and initial startup. Risk of electrical shock.

To hardwire the bypass cabinet:

1. Verify that the electrical connections to the installation site have been properly installed.
2. A wall-mounted, user-supplied, readily-accessible disconnection device must be incorporated in the input wiring.

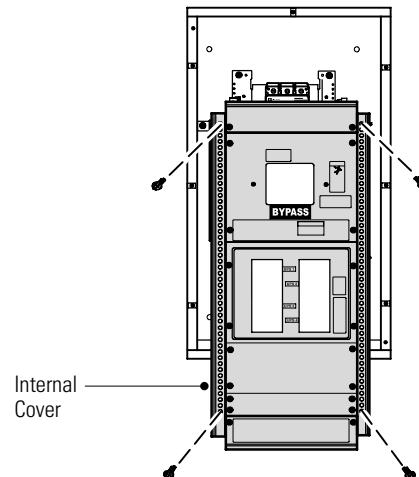
Compare the circuit breaker ratings to the ones in Table 2 on page 34.

3. Switch off utility power to the distribution point where the bypass cabinet and UPS will be connected. Be absolutely sure there is no power.
4. Determine your equipment's grounding requirements according to your local electrical code.
5. Remove the bypass cabinet front cover (see Figure 18).



**Figure 18. Bypass Cabinet Front Cover**

6. Remove the internal cover to gain access to the breakers (see Figure 19).



**Figure 19. Internal Cover**

7. Punch holes for the conduit (AC input, UPS output, load connection, and maintenance bypass contact wires) using a Greenlee punch or similar device.
8. Verify that the bypass breaker is in the OFF position (see Figure 20).
9. Mount the bypass cabinet to the wall and install the conduit.

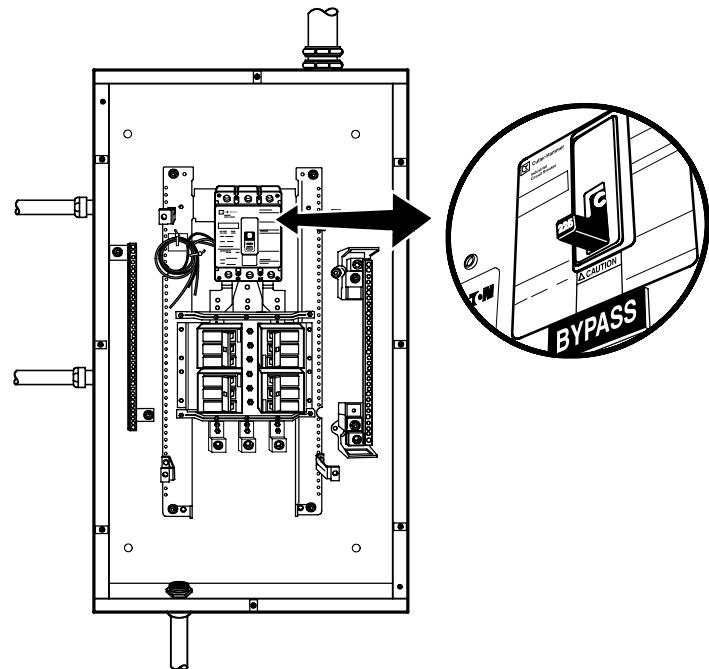


Figure 20. Bypass Breaker

10. Verify that the UPS battery circuit breaker is in the OFF position (see Figure 21).
11. Remove the UPS wiring access cover and one of the conduit landing plates and retain.
12. Punch two holes in the conduit landing plate for the input and output conduit using a Greenlee punch or similar device.

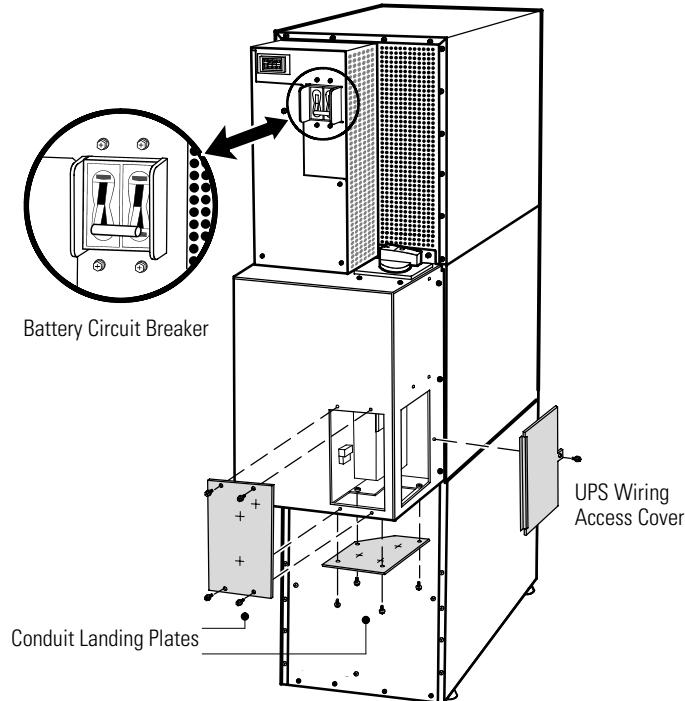


Figure 21. UPS Rear View (3-High Shown)

**13.** Hardwire the UPS input terminations.

See Table 2 for specifications and Figure 22 for a detailed view of the UPS terminal block.



**NOTE** *Input neutral must be wired for proper operation. Failure to connect an input neutral will void the warranty.*

**NOTE** *The Powerware 9355 UPS is a single-feed UPS only.*

**Table 2. UPS Terminal Block Wiring**

10 kVA Input Voltage	Wire Function	Input Circuit Breaker Size	L1, L2, L3, N Wire Size <sup>1</sup>	Ground Wire Size <sup>1</sup>	Tightening Torque	Conduit Size <sup>2,3</sup> (Number of Conduits)
208	Input	45A	6 AWG	10 AWG	120 lb in (13.5 Nm)	1.00" conduit (1)
220		45A	8 AWG	10 AWG		
208	Output		8 AWG	10 AWG	120 lb in (13.5 Nm)	1.00" conduit (1)
220			8 AWG	10 AWG		
15 kVA Input Voltage	Wire Function	Input Circuit Breaker Size	L1, L2, L3, N Wire Size <sup>1</sup>	Ground Wire Size <sup>1</sup>	Tightening Torque	Conduit Size <sup>2,3</sup> (Number of Conduits)
208	Input	60A	4 AWG	10 AWG	120 lb in (13.5 Nm)	1.25" conduit (1)
220		60A	4 AWG	10 AWG		
208	Output		6 AWG	10 AWG	120 lb in (13.5 Nm)	1.00" conduit (1)
220			6 AWG	10 AWG		

**1** Use only 90°C-rated copper wire. Minimum wire size is based on 120/208 full load ratings applied to NEC Code Table 310-16. Code may require a larger AWG size than shown in this table because of temperature, number of conductors in the conduit, or long service runs. Follow local requirements.

**2** Per NEC article 300-20(a), all three-phase conductors must be run in the same conduit. Neutral and ground must be run in the same conduit as the phase conductors.

**3** Conduit is sized to accommodate one neutral conductor the same size as the phase conductor and one #8 AWG ground conductor. If two neutral conductors or an oversized neutral conductor are to be installed, check the size of the conduit needed to accommodate the extra wire or size and use that conduit size in place of the conduit size listed. Conduit sizes were chosen from NEC Table C1, type letters RHH, RHW, RHW-2, TW, THW, THHW, THW-2.

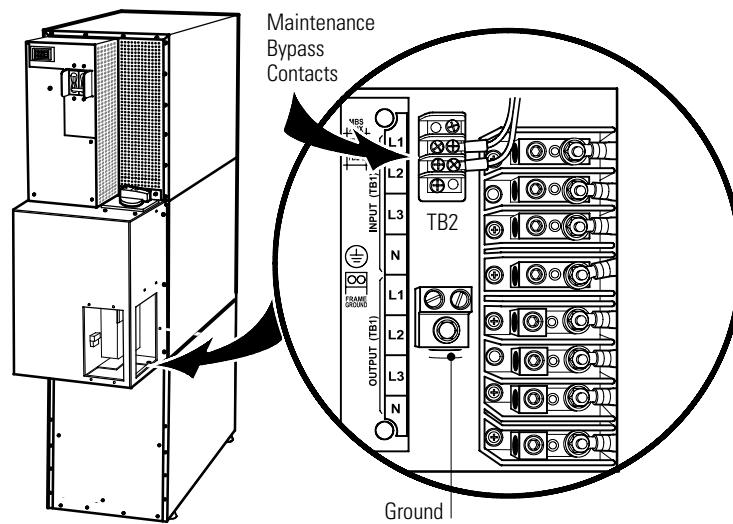
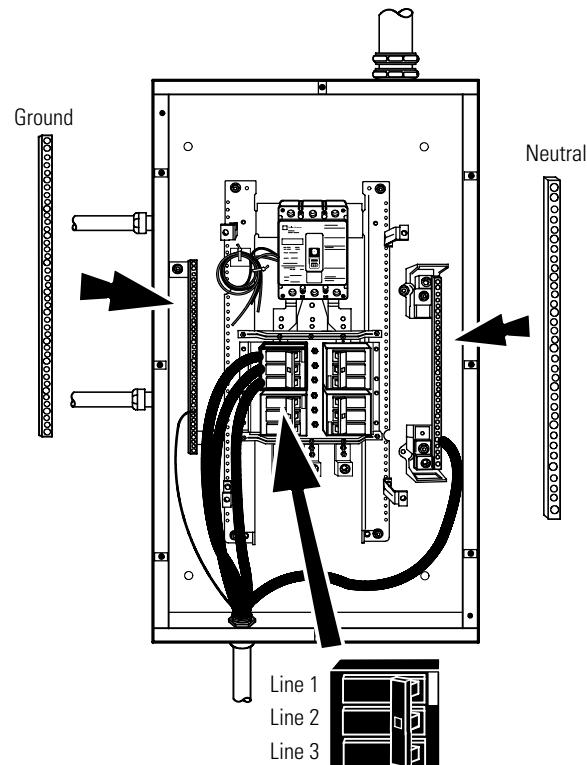


Figure 22. UPS Terminal Block (3-High Shown)

**14.** Hardwire the output terminations from the UPS to the bypass cabinet (see Figure 23).



**Figure 23. UPS Output to Bypass Cabinet Wiring**

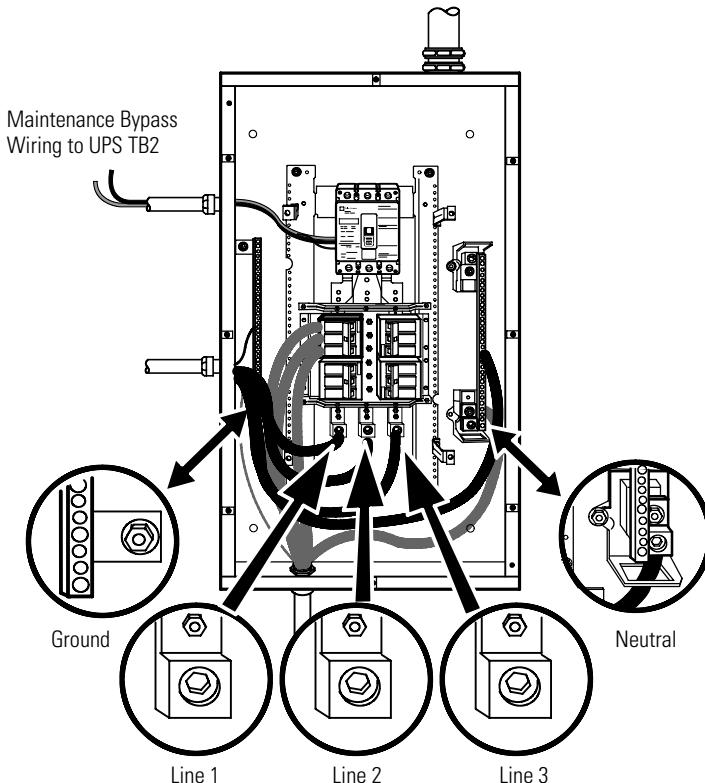
15. Hardwire the load to the bypass cabinet (see Figure 24).
16. Route the maintenance bypass wires through the conduit to the UPS terminal block (see Figure 22 on page 35).

Connect the black and the red wire to TB2 on the UPS. Cap the blue wire.



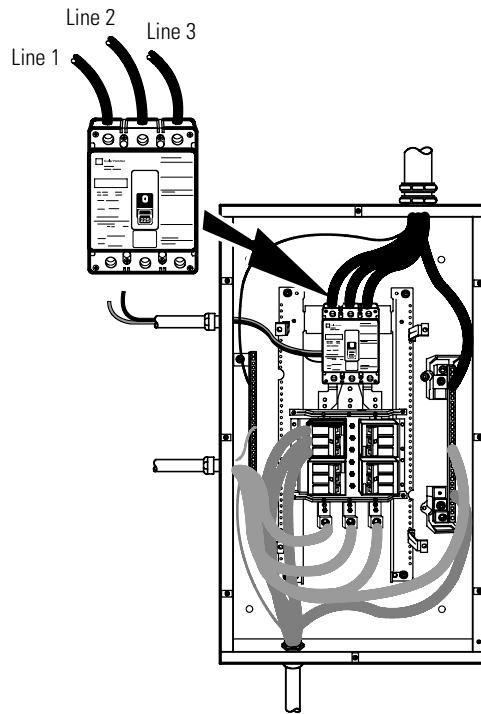
**NOTE** *The maintenance bypass contacts are normally-open. To ensure proper bypass operation, DO NOT use the blue wire (it is normally-closed).*

17. Replace the UPS wiring access cover and conduit landing plate.



**Figure 24. Load Connections**

**18.** Wire the AC input to the bypass breaker (see Figure 25).



**Figure 25. Bypass AC Input Wiring**

**19.** Verify the bypass input.

**20.** Reinstall the internal cover.

**21.** Reinstall the bypass cabinet front cover.

**22.** Continue to “Stabilizing the Cabinet” on page 41 to complete the UPS installation.

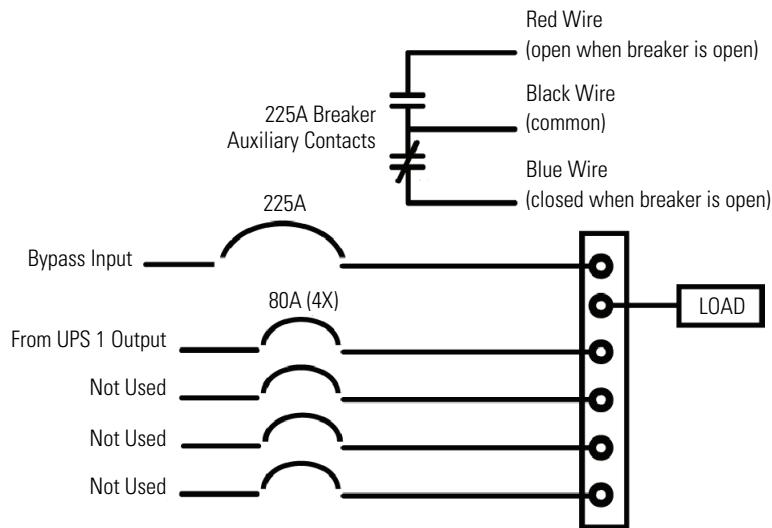


Figure 26. Bypass Wiring Diagram

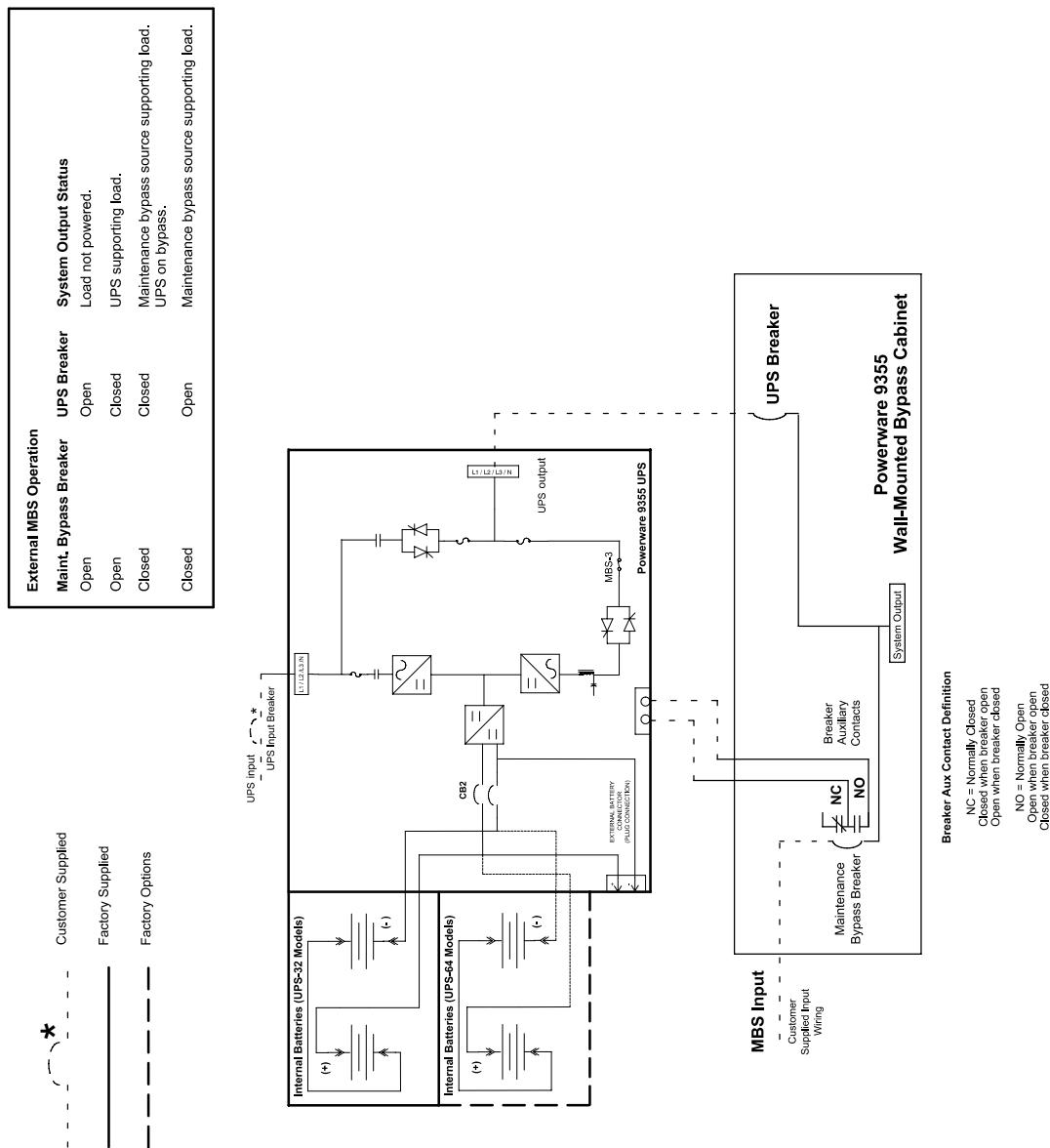


Figure 27. UPS with Input Isolation Transformer Wiring Diagram

## Chapter 6 Stabilizing the Cabinet

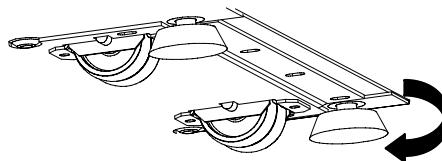


**NOTE** For seismic installations, you **MUST** order and install a Powerware 9355 UPS seismic kit; do not use the following instructions.

**NOTE** For non-seismic installations, you **MUST** install the stabilizing bracket on all 3-high cabinets. The stabilizing bracket is optional for 2-high cabinets.

To stabilize the cabinet(s):

1. Lower the leveling feet to prevent the cabinet from rolling.



**Figure 28. Lowering the Leveling Feet**

2. Attach the stabilizing bracket to the bottom of the cabinet rear panel using the retained hardware from the shipping pallet according to the cabinet configuration:
  - For one cabinet, see Figure 29.
  - For two cabinets, see Figure 30.
  - For three cabinets, see Figure 31.

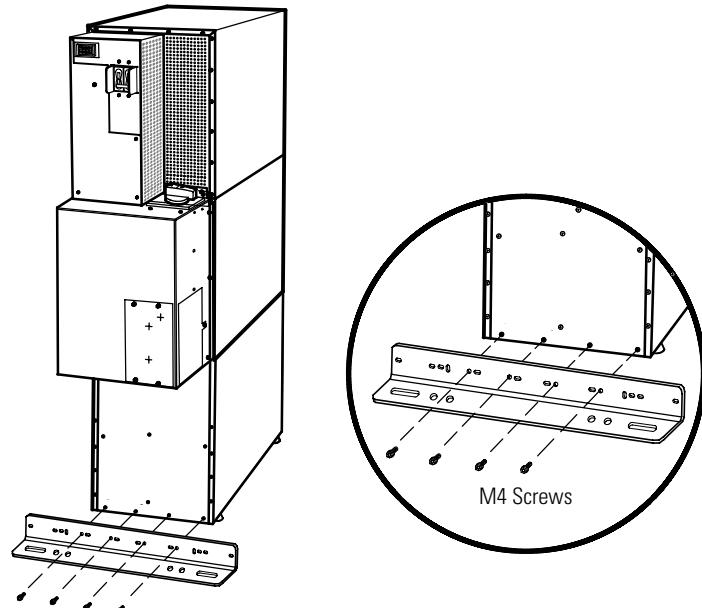


**NOTE** No more than three cabinets can be attached together. For four cabinets, use two of the two-cabinet installations. For five cabinets, use one three-cabinet and one two-cabinet installation.

3. Use the holes and slots in the bottom of the bracket to attach the cabinet to the flooring if desired.

**4.** Continue to one of the following sections:

- “Extended Battery Module Installation” on page 45 to install optional EBMs.
- “Communication” on page 49 to install UPS communication options, such as X-Slot cards or remote emergency power-off (REPO).
- “Operation” on page 67 to start up the UPS.



**Figure 29. Stabilizing Bracket with One Cabinet**

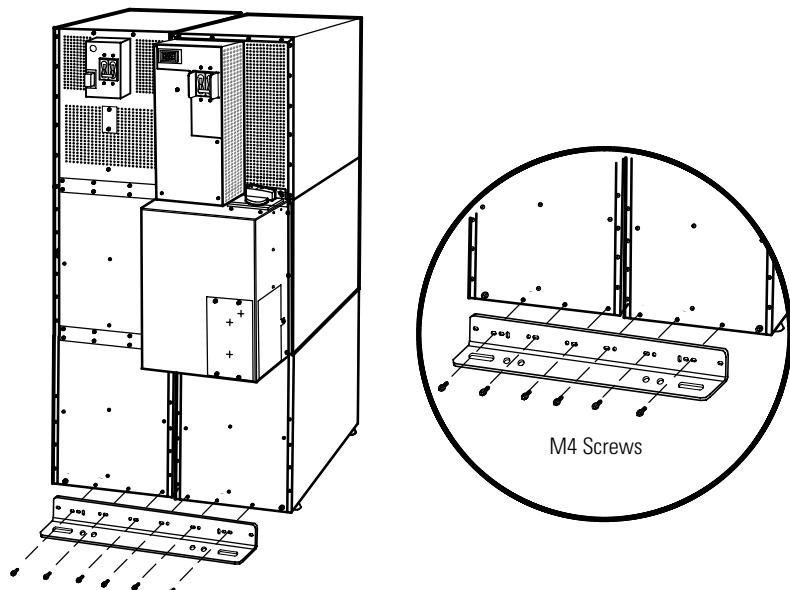


Figure 30. Stabilizing Bracket with Two Cabinets

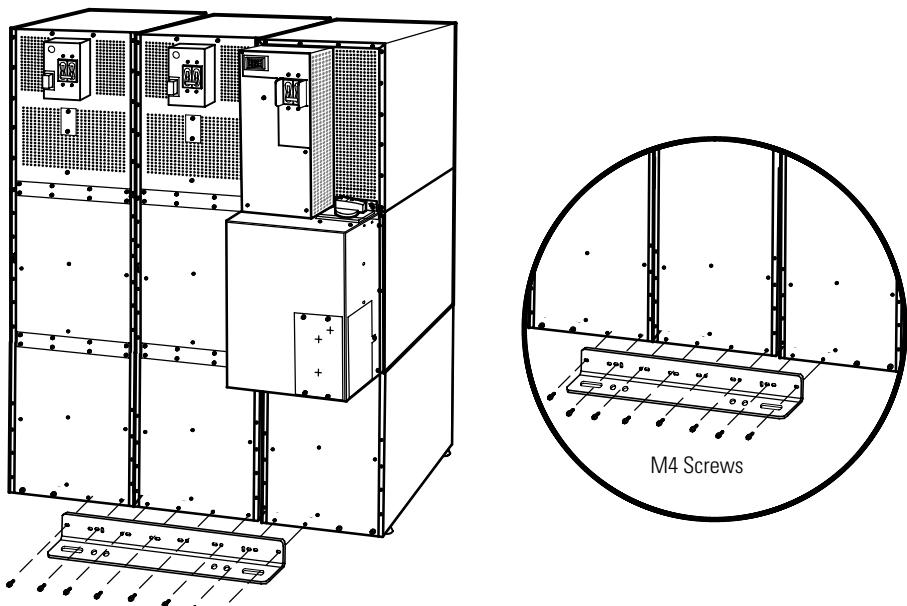


Figure 31. Stabilizing Bracket with Three Cabinets



## Chapter 7 Extended Battery Module Installation



**NOTE** A maximum of 22 battery strings can be installed in one configuration, including UPS batteries (4 EBM-64 models or 3 EBM-96 models). UPS-32 models contain 2 strings; UPS-64 models contain 4 strings; EBM-64 models contain 4 strings; and EBM-96 models contain 6 strings.

**NOTE** For non-seismic installations, you **MUST** install the stabilizing bracket on all 3-high cabinets. The stabilizing bracket is optional for 2-high cabinets.

To install the optional Extended Battery Module (EBM):

1. Position the EBM adjacent to the next cabinet.
2. Verify that all battery circuit breakers are in the OFF position (see Figure 32).
3. Remove the two ground straps from the EBM rear panel.
4. Install one ground strap between the UPS and EBM rear panels as shown in Figure 32.
5. If additional EBMs are installed, attach another ground strap between the first and second EBM as shown in Figure 32. Repeat for each additional EBM.
6. Plug the EBM cable into the UPS battery connector.
7. If additional EBMs are installed, plug the EBM cable of the second cabinet into the battery connector on the first EBM. Repeat for each additional EBM.

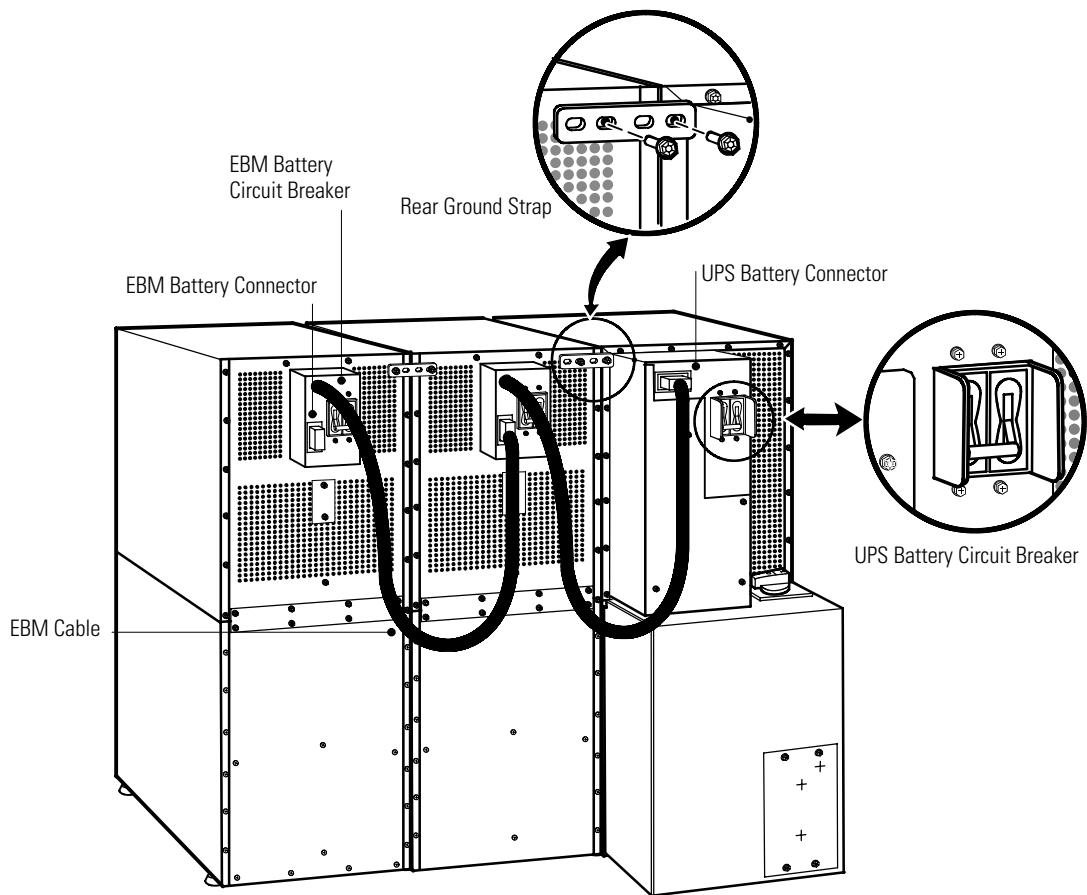


Figure 32. Typical EBM Installation (2-High Cabinets Shown)

8. Remove the top front covers of all cabinets.
9. Install the remaining ground straps between each cabinet (see Figure 33).
10. Reinstall the top front covers removed in Step 8.

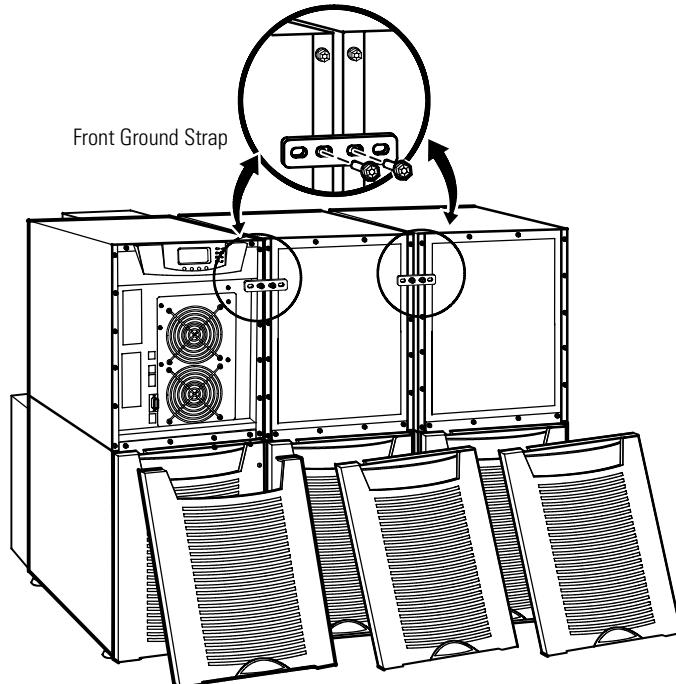
Hang the top edge of the cover on the cabinet first, then lower the bottom edge and snap into place.

11. Continue to one of the following sections:

- “Communication” on page 49 to install UPS communication options, such as X-Slot cards or remote emergency power-off.
- “Operation” on page 67 to start up the UPS.



**NOTE** After UPS startup, ensure maximum battery runtime by configuring the UPS for the correct number of EBMs (see page 77).



**Figure 33. Front Ground Strap Installation (2-High Cabinets Shown)**

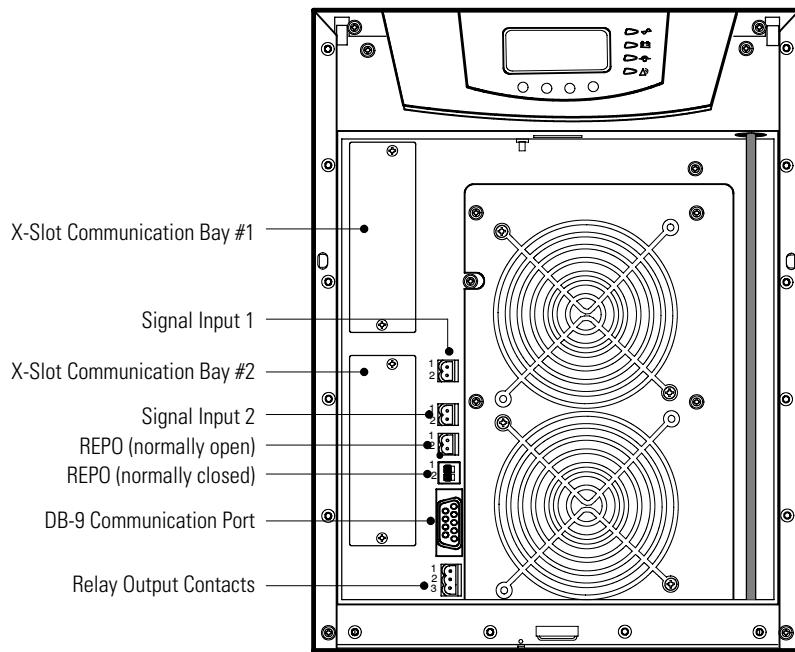


## Chapter 8 Communication

This section describes the:

- DB-9 communication port
- X-Slot cards
- Remote Monitor Panel and Industrial Relay Card (IRC)
- Powerware LanSafe™ Power Management Software
- Remote emergency power-off (REPO)
- Relay output contacts
- Programmable signal inputs

Figure 34 shows the location of the communication options and control terminals on the UPS.



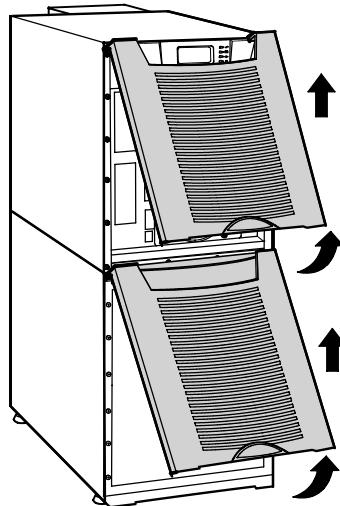
**Figure 34. Communication Options and Control Terminals**

## Installing Communication Options and Control Terminals

To access and install the communication options and control terminals:

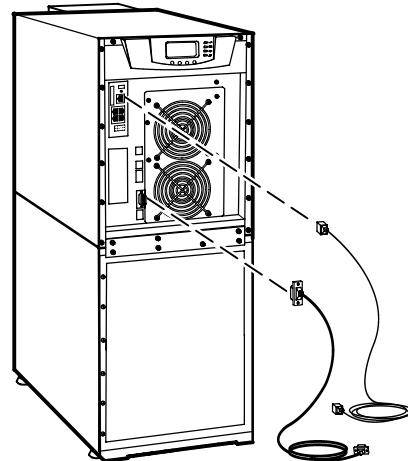
1. Remove the front covers of all cabinets, starting with the top cabinet.

Press and release the handle latch at the bottom of each cover and then lift the cover up and off the cabinet (see Figure 35).



**Figure 35. Removing the Front Covers**

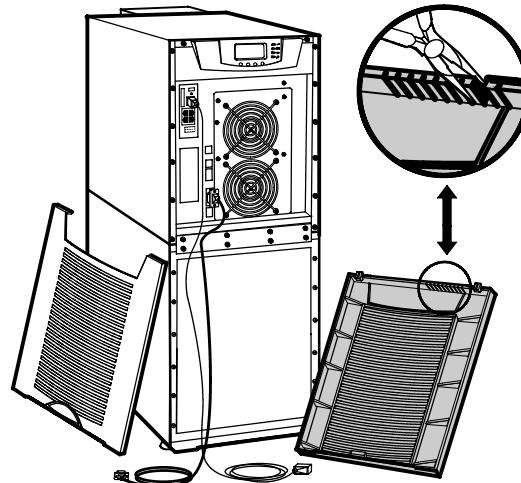
2. Install the appropriate X-Slot card and/or necessary cable(s) into the top cabinet (see Figure 34 and Figure 36).



**Figure 36. Installing Communication Cables**

3. On the bottom cover (and also the middle cover if 3-high), remove a knockout tab in the top edge of the cover for each cable:

With wire cutters, cut either side of the tab and twist down to remove the tab (see Figure 37).



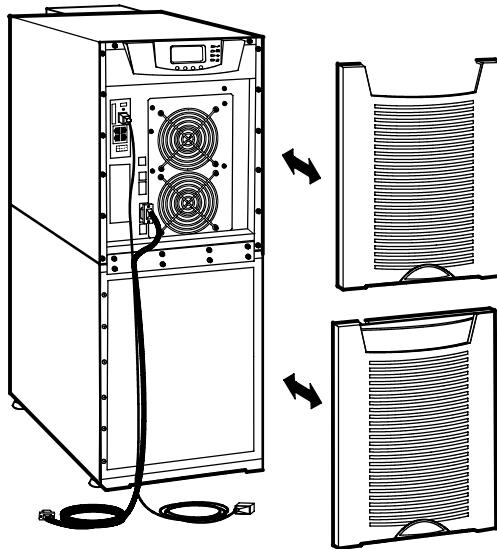
**Figure 37. Removing Knockout Tabs**

4. Route the cable(s) to the approximate location of the cover access holes.
5. Connect the cables to the appropriate location.

See “Communication Options” on page 53 or “Control Terminals” on page 62 for detailed information.

6. Reinstall the front covers, starting with the bottom cabinet (see Figure 38).

Hang the top edge of the cover on the cabinet first, then lower the bottom edge and snap into place. Be sure the cables fit in the access holes in the covers.



**Figure 38. Reinstalling the Front Covers**

7. Continue to “Operation” on page 67 to start up the UPS.

## Communication Options

The Powerware 9355 has serial communication capabilities through the DB-9 communication port or through an X-Slot card in one of the available bays. In addition, the Powerware LanSafe Power Management Software can be installed and used to communicate with the UPS via one of the serial communication connections.

The UPS supports two serial communication devices according to the following table:

Independent	Multiplexed	
X-Slot 1	X-Slot 2	DB-9 Communication Port
Any X-Slot card	Any X-Slot card except the Powerware Modem Card	Not in use
Any X-Slot card	Powerware Relay Interface Card Powerware Hot Sync CAN Bridge Card	Available
Any X-Slot card	Not in use	Available



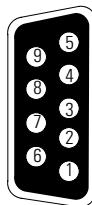
**NOTE** You can configure relays, signal inputs, and the serial port baud rate through the front panel menus (see Table 8 on page 70).

### DB-9 Communication Port

To establish communication between the UPS and a computer, connect your computer to the UPS communication port using the supplied communication cable.

When the communication cable is installed, power management software can exchange data with the UPS. The software polls the UPS for detailed information on the status of the power environment. If a power emergency occurs, the software initiates the saving of all data and an orderly shutdown of the equipment.

The cable pins are identified in Figure 39 and the pin functions are described in Table 3. See Figure 34 on page 49 for the communication port location.



**Figure 39. Communication Port**

**Table 3. Communication Port Pin Assignment**

Pin Number	Signal Name	Function	Direction from the UPS
2	TxD	Transmit to external device	Out
3	RxD	Receive from external device	In
5	GND	Signal common (tied to chassis)	—

## X-Slot Cards

X-Slot cards allow the UPS to communicate in a variety of networking environments and with different types of devices. The Powerware 9355 has two available communication bays for any X-Slot card, including:

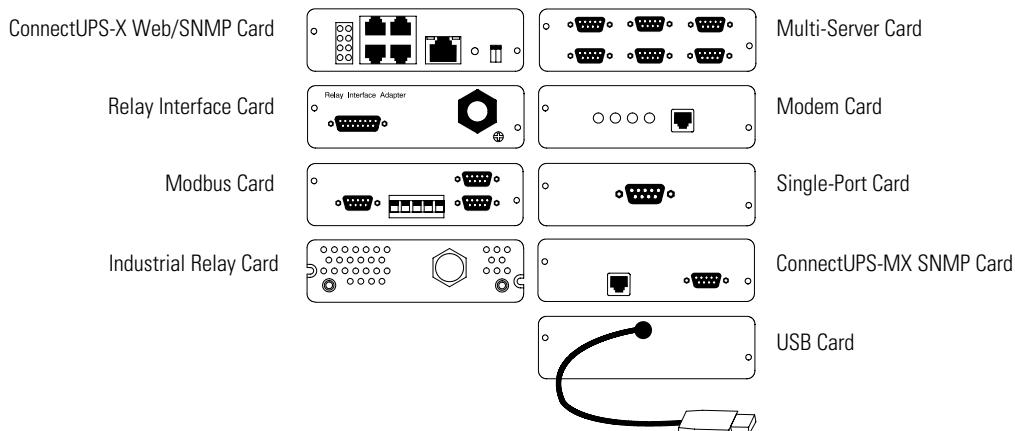
- ConnectUPS™-X Web/SNMP Card - has SNMP and HTTP capabilities as well as monitoring through a Web browser interface; connects to a twisted-pair Ethernet (10/100BaseT) network. It has a built-in switching hub that allows three additional network devices to be connected to the network without the requirement of additional network drops. In addition, a Powerware Environmental Monitoring Probe can be attached to obtain humidity, temperature, smoke alarm, and security information.
- Relay Interface Card - has isolated dry contact (Form-C) relay outputs for UPS status: Utility failure, Low battery, UPS alarm/OK, or On bypass.
- Modbus® Card - allows you to continuously and reliably monitor the UPSs in your Building Management System (BMS).

- Industrial Relay Card - is used to indicate the operating status of the UPS using the customer's monitoring equipment and to connect an optional RMP. The IRC uses four isolated normally-open or normally-closed dry relay contacts to indicate the UPS status. Normal, Bypass, Battery, and Alarm mode can be monitored (see page 60 for more information).
- Multi-Server Card - has six serial communication ports that can communicate simultaneously with other computers using Powerware LanSafe Power Management Software (provided on the Software Suite CD).
- Modem Card - provides out-of-band remote notification and monitoring using modem communication directly to cell phones and pagers.
- Single-Port Card - connects to the Powerware Expansion Chassis to enable multiple communication options or to a PC for power management control.
- ConnectUPS-MX SNMP Card - has Ethernet, modem, and SNMP capabilities.
- USB Card - connects to a USB port on your computer.



**NOTE** The Powerware 9355 does not detect plug-and-play hardware. Before installing the USB Card, set the UPS baud rate to 1200 through the front panel (see Table 8 on page 70).

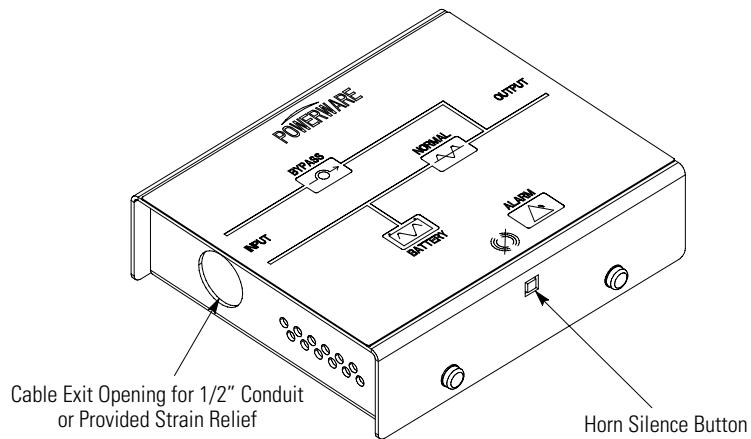
See Figure 34 on page 49 for the location of the two X-Slot communication bays.



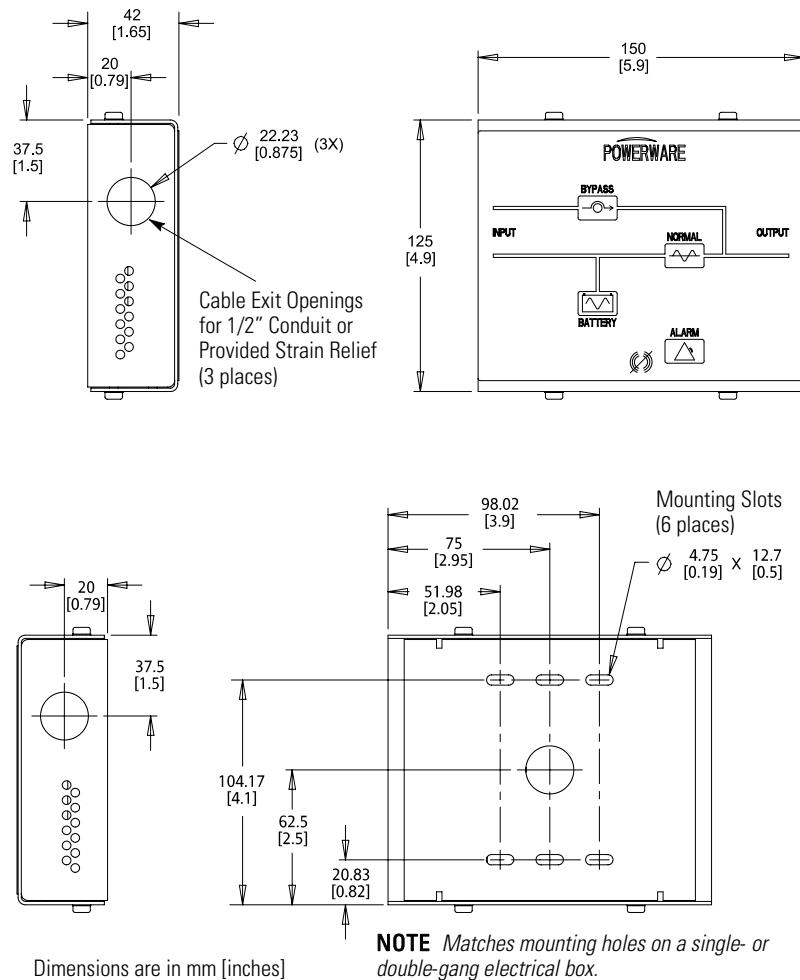
**Figure 40. Optional X-Slot Cards**

## Remote Monitor Panel

The optional RMP can be installed to monitor the operation of the UPS from virtually any location within your facility, up to 152.4m (500 ft) from the UPS. You can surface-mount an RMP on a desktop or on a wall, wherever you have a serial interface line. Figure 41 shows an RMP. Figure 42 shows the enclosure dimensions and cable exit openings.



**Figure 41. Remote Monitor Panel**



**Figure 42. RMP Dimensions**

To install an RMP:



**NOTE** If mounting to a hollow wall, secure the enclosure bottom to a wood or metal stud within the wall. Do not use hollow wall anchors. The RMP can also be mounted to a single- or double-gang electrical box.

1. If wall mounting, securely mount the RMP. Continue to Step 2.  
If desk mounting, install the provided bumpers to the bottom of the RMP enclosure. Proceed to Step 3.
2. Install 1/2" conduit from the RMP to the IRC through the cable exit openings (see Figure 42). Proceed to Step 4.
3. Install wiring from the RMP to the IRC using the cable listed in Table 4 and the provided strain relief bushings in the cable exit openings in the IRC (see Figure 44) and the RMP.
4. Connect the wiring between the RMP and the IRC plug-in terminal blocks using terminations shown in Table 4. See Figure 43 and Figure 44 for plug-in terminal block locations.

**Table 4. RMP Wire Terminations**

From RMP Terminal	To IRC Terminal	Remarks
J1-1	J1-1	
J1-3	J1-3	
J1-4	J1-4	
J1-5	J1-5	
J1-6	J1-6	

5. Install the IRC into an open X-Slot communication bay (see page 50).

6. To check the operation of the RMP, ensure that the UPS is supplying the load via the inverter or bypass. If the indicators on the RMP show the appropriate status, then it is operating correctly.

If the RMP is not operating correctly, check the wiring, the fuse on the IRC, and the plug-in terminal blocks for proper seating. If all connections are secure but the RMP still does not operate correctly, replace the fuse. If this does not correct the problem, contact your service representative for verification that the RMP is working correctly.

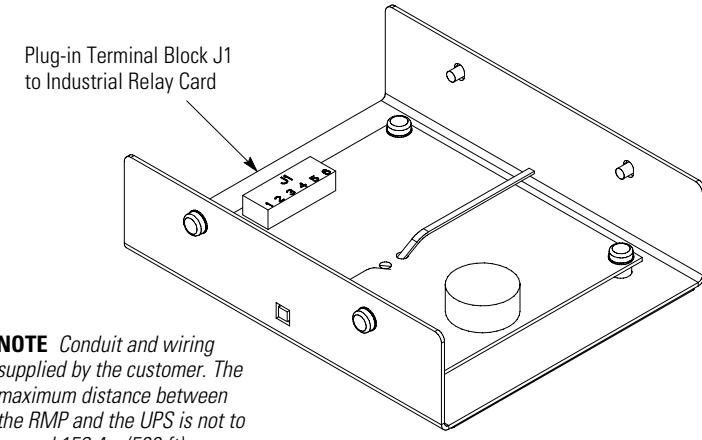
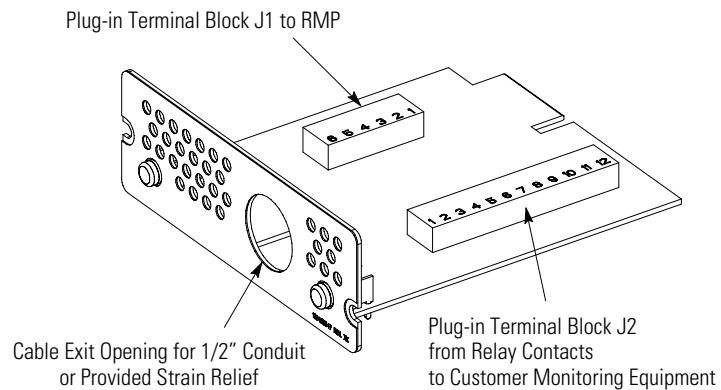


Figure 43. RMP Top Internal View

## Industrial Relay Card

The IRC uses normally-open or normally-closed dry relay contacts to indicate the UPS status as listed in Table 5. Figure 44 shows an IRC.



**Figure 44. Industrial Relay Card**

1. Verify that the UPS is turned off and all power sources are removed.
2. Install wiring from the IRC to the monitoring equipment using 1/2" conduit through the cable exit opening in the IRC (see Figure 44).
3. Connect wiring between the IRC and the monitoring equipment using terminations shown in Table 5. See Figure 44 for plug-in terminal block locations.
4. Install the IRC into an open X-Slot communication bay (see page 50).
5. To check the operation of the IRC, ensure that the UPS is supplying the load via the inverter or bypass. If the indicators on the customer's monitoring equipment show the appropriate status, then it is operating correctly.

If the IRC is not operating correctly, check the wiring, the fuse on the IRC, and the plug-in terminal blocks for proper seating. If all connections are secure but the IRC still does not operate correctly, replace the fuse. If this does not correct the problem, contact your service representative for verification that the IRC is working correctly.

**Table 5. IRC Wire Terminations**

IRC Terminal	Function	Remarks
J2-1	NC	
J2-2	COM	Normal mode
J2-3	NO	
J2-4	NC	
J2-5	COM	Bypass mode
J2-6	NO	
J2-7	NC	
J2-8	COM	Battery mode
J2-9	NO	
J2-10	NC	
J2-11	COM	Alarm mode
J2-12	NO	

**NOTE** Maximum contact rating: 250 Vac, 30 Vdc @ 5A; Wire range: 16–24 AWG

### Powerware LanSafe Power Management Software

Each Powerware 9355 UPS ships with Powerware LanSafe Power Management Software and an interface cable. To begin installing Powerware LanSafe software, see the instructions accompanying the Software Suite CD.

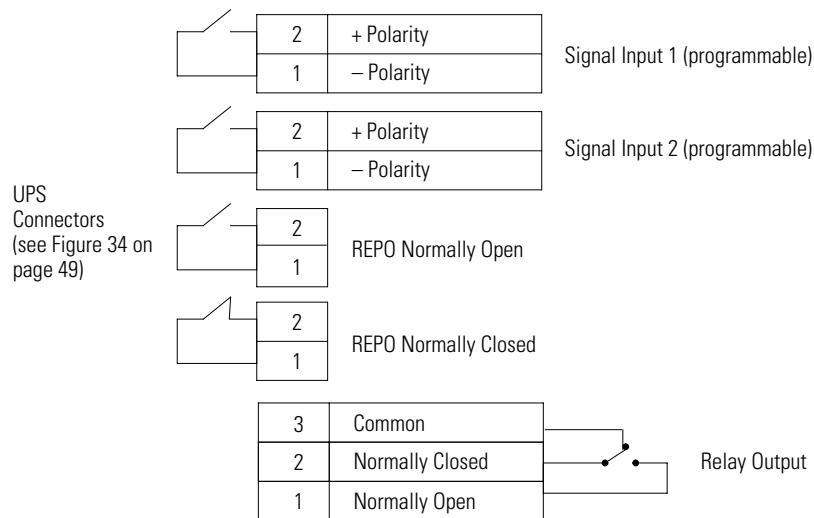


**NOTE** Use only the supplied communication cable to connect the UPS to your computer.

Powerware LanSafe software provides up-to-date graphics of UPS power and system data and power flow. It also gives you a complete record of critical power events, and it notifies you of important UPS or power information. If there is a power outage and the Powerware 9355 UPS battery power becomes low, Powerware LanSafe software can automatically shut down your computer system to protect your data before the UPS shutdown occurs.

## Control Terminals

The cables should be connected to the control terminals with a mating connector. Input and output terminals have a functional isolation from terminal to terminal. They are connected to the UPS chassis through individual 1 MΩ resistors.



**Figure 45. External Control Terminal Connections**



**NOTE** If using a semiconductor switch type, pay attention to the proper polarity. A relay or other mechanical control is preferred.

## Remote Emergency Power-off

REPO is used to shut down the UPS from a distance. This feature can be used for shutting down the load and the UPS by thermal relay, for instance in the event of room overtemperature. When REPO is activated, the UPS shuts down all converters, de-energizes all system relays, trips the battery circuit breaker, and fully powers down within 10-15 seconds.

There are two REPO positions that may be used, normally-open or normally-closed.

The pins on the normally-closed REPO connector are connected together. When this connection is open, the logic circuitry completely shuts down the UPS, thus preventing the power from supplying the load.

If the use of normally-closed REPO operation is desired, replace the connector with a normally-closed external switch (see Figure 34 on page 49).

If the use of normally-open REPO operation is desired, connect a normally-open external switch (see Figure 34 on page 49).



**NOTE** *To restart the UPS, reconnect the REPO connector pins and turn on the UPS manually. The pins must be shorted to keep the UPS running. Maximum resistance is 10 ohm.*

**NOTE** *Leave the REPO connector installed in the REPO port on the UPS rear panel even if the REPO function is not needed.*

### CAUTION



- The REPO must not be connected to any utility connected circuits. Reinforced insulation to the utility is required. The REPO switch must have a minimum rating of 24 Vdc and 20 mA.
- To ensure the UPS stops supplying power to the load during any mode of operation, the input power must be disconnected from the UPS when the emergency power-off function is activated.

REPO Connections			
Wire Function	Terminal Wire Size Rating	Suggested Wire Size	
REPO	L1 _____ L2	12–22 AWG (4–0.32 mm <sup>2</sup> )	18 AWG (0.82 mm <sup>2</sup> )

## Relay Output Contacts

The UPS incorporates a programmable relay output with potential free contacts for remote alarm indications (see Figure 34 on page 49). An additional four relay outputs can be obtained with the X-Slot compatible Relay Interface Card.

### WARNING



The relay output contacts must not be connected to any utility connected circuits. Reinforced insulation to the utility is required. The relay output contacts must have a maximum rating of 30 Vac/1A and 60 Vdc/2A nominal values.

## Programmable Signal Inputs

The UPS incorporates two programmable signal inputs (see Figure 34 on page 49). Use of non-polar (relay) control input is recommended. The pins must be shorted with maximum resistance of 10 ohm in order to activate the specific input.



**NOTE** See Figure 45 on page 62 for the polarity and verify these connections if polarity control is required.

The default and programmable settings for the signal inputs are shown in Table 6.

**Table 6. Programmable Signal Inputs**

Signal	Description
Disable Bypass Operation	If active, the automatic transfer to the static bypass is prevented.
Charger Off	If active, the battery charge function is disabled. In a utility power outage, the discharge of batteries is supported.
Remote ON/OFF	If active, the UPS output turns off regardless of the mode of operation. Auxiliary power, fan, communication, and rectifier/battery charger remain functional. Restart is initiated immediately when this signal is inactive.
Request Bypass	If active, the UPS transfers to bypass if the bypass voltage, frequency, and synchronization are all okay.
Request Normal	If active, the UPS transfers to inverter operation if not prohibited by REPO or an alarm condition.
Force Bypass	If active, the UPS is forced to static bypass operation regardless of the bypass status.
External Battery Breaker Status	If active, the UPS knows that the batteries are disconnected.
Building Alarm 1–6	These alarms can be activated separately or at the same time with other building alarms.
Not in Use	Default
Shutdown	If active, the UPS shuts down immediately.
Delayed Shutdown	If active, the UPS shuts down after a user-configured delay time. Default shutdown delay is 120 seconds. The UPS automatically restarts when the signal changes to inactive.
Normal/Bypass	If active, the UPS transfers to bypass if okay. If inactive, the UPS transfers to the inverter when possible.
On Generator	If active, the UPS knows that input is fed from the generator. Bypass is disabled; the automatic battery test is disabled.
External Transformer Overtemperature	This option is not used.

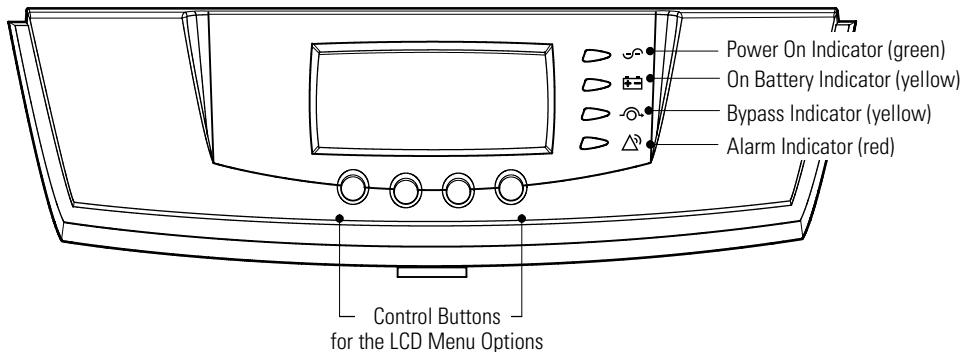


## Chapter 9 Operation

This chapter contains information on how to use the Powerware 9355, including front panel operation, UPS startup and shutdown, and configuring the UPS for Extended Battery Modules (EBMs).

### Control Panel Functions

The UPS has a four-button graphical LCD with backlight. It provides useful information about the UPS itself, load status, events, measurements, and settings (see Figure 46).



**Figure 46. Powerware 9355 Control Panel**

The following table shows the indicator status and description.

Indicator	Status	Description
	On	The UPS is operating normally.
Green	Flashing	<ul style="list-style-type: none"> <li>The UPS is starting up or is shut down and waiting for power to return.</li> <li>A new information message is active.</li> <li>Bypass is not available.</li> </ul>
	Off	The UPS is turned off and will not turn on automatically.
	On	The UPS is in Battery mode.
Yellow		
	On	The UPS is in Bypass mode.
Yellow		
	On	The UPS has an active alarm.
Red	Flashing	There is a new UPS alarm condition. See "Troubleshooting" on page 91 for additional information.

## Changing the Language

Press and hold the first button on the left for approximately five seconds to select the language menu. This action is possible from any LCD menu screen.

## Display Functions

As the default or after 15 minutes of inactivity, the LCD displays the selectable startup screen. The default is the Eaton Powerware logo and can be changed to the Mimic screen in the User Settings menu.

The backlit LCD automatically dims after a long period of inactivity. Press any button to restore the screen.

Use the two middle buttons ( $\uparrow$  and  $\downarrow$ ) to scroll through the menu structure. Press the  $\rightarrow$  button to enter a submenu. Press the  $\leftarrow$  button to select an option. Press the **ESC** button to cancel or return to the previous menu.

The following table shows the basic menu structure.

**Table 7. Menu Map for Display Functions**

Main Menu	Submenu	Display Information or Menu Function
UPS Status		UPS off / System normal / UPS supporting load / UPS on battery / UPS on bypass / Active alarm list / Battery status
Event Log		Displays up to 100 events and alarms
Measurements	Output	L-N and L-L / Current / Frequency / Power
	Battery	Voltage / Current / Runtime
	Input	L-N and L-L / Current / Frequency
	Bypass	L-N and L-L / Frequency
Control	Go to Bypass Mode	Transfers the UPS to internal Bypass mode When this command is active, the option changes to Go to Normal Mode.
	Start Battery Test	Initiates a battery test
	Display Test	Four different selectable tests for the front panel functions: the LEDs cycle through, the alarm beep sounds, the backlight turns off and on, and the pixels scroll through to test the LCD.
Settings	User Settings	See Table 8 for detail.
	Service Settings	This screen is password-protected.
Identification		UPS Type / Part Number / Serial Number / Firmware / Display / CAN Bridge
Turn UPS ON/OFF	ON and OFF Options	

## User Settings

The following table displays the options that can be changed by the user.



**NOTE** Changes to the output voltage or frequency options should be made before turning on the UPS; otherwise, the changes do not take effect.

**Table 8. User Settings**

Description	Available Settings	Default Setting
Set Date and Time	Set Month Date: mm/dd/yyyy Time: 24:00	01/01/2003 00:00
Display Contrast	Adjust contrast with up/down arrow buttons	Moderate
Change Language	Select Language: <English> Elegir idioma <Español>	English
Relay Config	Relay: [Alarm 1] [X-Slot 1-1/2/3/4] or [X-Slot 2-1/2/3/4] Setup: [Battery Low] [On Battery] [On Bypass] [UPS ok] [custom] [empty]	Alarm 1: empty X-Slots (1 or 2) #1: UPS ok #2: On Bypass #3: Summary Alarm #4: On Battery
Signal Inputs	[empty] [Logic] (see "Programmable Signal Inputs" on page 64)	<empty>
Serial Port Config	Port: [X-Slot-1] [X-Slot-2/Serv] Speed: [19200] [9600] [2400] [1200]	19200
Modem Config	Modem Installation Set Modem Call Events Set Modem Init String Set Modem Call Command Set Modem Communication Password	<Not Installed> Event #0 Call modem: no ATZ0 None None
Start Screen	Eaton Powerware logo Mimic screen	Eaton Powerware logo
User Password	Enabled/Disabled If Enabled is selected, the password is USER.	Disabled

**Table 8. User Settings (continued)**

Description	Available Settings	Default Setting
Audible Alarms	Normal Sound/Disabled	Normal Sound
Battery Charging	ABM cycling/constant	ABM cycling
Automatic Battery Tests	Enabled/Disabled Enabled automatically runs the battery test once a month.	Enabled
Full Power Battery Test	Enabled/Disabled	Enabled
Number of Battery Strings	0 through 22 (see "Configuring the UPS for EBMs" on page 77)	2 strings for UPS-32 models 4 strings for UPS-64 models
Battery Capacity	1 through 65535 watts per cell	34 W/cell
Battery Low Alarm Level	1.750 through 1.950 volts per cell	1.880 V/cell
Set Nominal Output Voltage	Output: [120V/208V] [127V/220V]	120V/208V
Bypass Voltage High Limit	+1 through +20% (1% increments)	120V +10%
Bypass Voltage Low Limit	-1 through -20% (1% increments)	120V -15%
Nominal Output Frequency	50 Hz or 60 Hz	60 Hz
Synchronization	Enabled/Disabled	Enabled
Synchronization Window	±0.5 through ±3.0 Hz (0.1 Hz increments)	±2.0 Hz
Unsynchronized Transfer to Bypass	Allowed/Not Allowed	Not Allowed
Output Frequency Slew Rate	0.1 though 5 hertz per second (0.1 Hz increments)	0.5 Hz/s
Usage of Bypass	Enabled/Disabled	Enabled
Transfer to Bypass When Overload	After a delay/Immediately	After a delay
Automatic Start Delay	-1 through 32767 seconds (-1 means disabled)	0s
Control Commands from X-Slot1	Allowed/Disabled	Allowed
Control Commands from X-Slot2/Serv	Allowed/Disabled	Allowed
X-Slot Signal Input Activation Delay	0 through 65 seconds	5s
Input signal delayed shutdown delay	1 through 65535 seconds	120s

**Table 8. User Settings (continued)**

Description	Available Settings	Default Setting
Site Wiring Fault Notice	Enabled/Disabled	Enabled
Reset Custom Event Settings	0 through 32	Total: 0/32
Auto Output Configuration	Enabled/Disabled	Enabled for initial startup Disabled after initial startup

## Initial Startup

Startup and operational checks must be performed by an authorized Eaton Customer Service Engineer, or the warranty terms as specified on page 95 become void. This service is offered as part of the sales contract for the UPS. Contact service in advance (usually a two-week notice is required) to reserve a preferred startup date.

## UPS Startup

### WARNING



Only qualified service personnel (such as a licensed electrician) should perform the UPS installation and initial startup. Risk of electrical shock.

Verify that UPS installation has been carried out correctly and the UPS ground has been connected.

Select one of the following startup options:

Startup Option	Section
Normal mode	"Normal Mode Startup" on page 73
Battery mode	"Starting the UPS on Battery" on page 74
Bypass mode	"Internal Bypass Startup" on page 75
UPS maintenance bypass	"UPS Maintenance Bypass Startup" on page 76
Wall-mounted maintenance bypass	"Wall-Mounted Maintenance Bypass Startup" on page 76
Parallel UPS configuration	Refer to the <i>Powerware 9355 Parallel UPS (10/15 kVA) User's Guide</i> .

## Normal Mode Startup

To start up the UPS:

1. Verify that the maintenance bypass switch is in the UPS position (see Figure 47 on page 81).
2. If an optional wall-mounted bypass cabinet is installed:
  - Verify that the bypass breaker is in the OFF position (see Figure 20 on page 32).
  - Verify that the UPS breaker is in the ON position (see Figure 23 on page 36).
3. If an optional isolation transformer is installed, switch the input circuit breaker to the ON position (see Figure 12 on page 21).
4. Switch on utility power where the UPS is connected.
5. Wait for the front panel LCD to illuminate.

The  indicator flashes.

6. Remove the breaker tie from all battery circuit breakers.
7. Switch all battery circuit breakers to the ON position.

The  indicator stops flashing.

8. Press any button on the front panel display to activate the menu options.
9. Press the  button on the front panel display and then press the  button to select the TURN UPS ON/OFF menu.

10. Select the TURN UPS ON option. Press and hold the  button for three seconds, until the UPS stops beeping.

The  indicator illuminates. The UPS is now powering the load.

If the  indicator is flashing, check the UPS status from the front panel to view the active alarms. Correct the alarms and restart if necessary.

## Starting the UPS on Battery



**NOTE** Before using this feature, the UPS must have been powered by utility power at least once.

To start the UPS on battery:

1. Verify that the maintenance bypass switch is in the UPS position (see Figure 47 on page 81).
2. If an optional wall-mounted bypass cabinet is installed:
  - Verify that the bypass breaker is in the OFF position (see Figure 20 on page 32).
  - Verify that the UPS breaker is in the ON position (see Figure 23 on page 36).
3. Switch all battery circuit breakers to the ON position.



**NOTE** Leave the battery circuit breaker(s) in the ON position during this operation. If you need to cancel this operation, wait until the front panel LCD illuminates before switching the battery circuit breaker(s) off.

4. Wait for the front panel LCD to illuminate.
5. Press any button on the front panel display to activate the menu options.
6. Within three minutes, press the  $\uparrow$  button on the front panel display and then press the  $\rightarrow$  button to select the TURN UPS ON/OFF menu.
7. Select the TURN UPS ON option. Press and hold the  $\leftarrow$  button for three seconds, until the UPS stops beeping.

The UPS starts in Battery mode within two minutes and supplies battery power to your equipment.

## Internal Bypass Startup

To start the UPS in internal Bypass mode:

1. Verify that the maintenance bypass switch is in the UPS position (see Figure 47 on page 81).
2. If an optional wall-mounted bypass cabinet is installed:
  - Verify that the bypass breaker is in the OFF position (see Figure 20 on page 32).
  - Verify that the UPS breaker is in the ON position (see Figure 23 on page 36).
3. If an optional isolation transformer is installed, switch the input circuit breaker to the ON position (see Figure 12 on page 21).
4. Switch on utility power where the UPS is connected.
5. Wait for the front panel LCD to illuminate.  
The  indicator flashes.
6. Remove the breaker tie from all battery circuit breakers.
7. Switch all battery circuit breakers to the ON position.  
The  indicator stops flashing.
8. Press any button on the front panel display to activate the menu options.
9. Using the  button on the front panel display, scroll to the Control menu option and press the  button.
10. Press the  button to select the Go to Bypass Mode option.

The  and  indicators illuminate, indicating the UPS is operating in Bypass mode. The load is now powered by utility power.

To switch to Normal mode from internal Bypass mode:

1. Press the  button to select the Go To Normal Mode option.
2. Press the  button until the Eaton Powerware logo appears.

## UPS Maintenance Bypass Startup

To start the UPS in maintenance bypass:

1. Verify that the maintenance bypass switch is in the BYPASS position (see Figure 47 on page 81).
2. If an optional isolation transformer is installed, switch the input circuit breaker to the ON position (see Figure 12 on page 21).
3. Switch on utility power where the UPS is connected.

The load is now powered by utility power.

4. To transfer the load to the UPS, see “Using the UPS Maintenance Bypass Switch” on page 81.

## Wall-Mounted Maintenance Bypass Startup

To start the UPS in maintenance bypass (wall-mounted operation):

1. Verify that the bypass breaker is in the OFF position (see Figure 20 on page 32).
2. Switch on utility power where the wall-mounted bypass cabinet is connected.
3. Switch the bypass breaker to the ON position.

The load is now powered by utility power.

4. To transfer the load to the UPS, see “Using the Wall-Mounted Bypass Cabinet” on page 83.

## Configuring the UPS for EBMs

To ensure maximum battery runtime, configure the UPS for the correct number of EBMs:

1. Press any button on the front panel display to activate the menu options.
2. Using the  $\uparrow$  button, scroll to the Settings menu.
3. Press the  $\rightarrow$  button twice to select the User Settings menu.
4. Using the  $\downarrow$  button, scroll to the Number of Battery Strings option and press the  $\rightarrow$  button.
5. Use the  $\uparrow$  or  $\downarrow$  buttons to select the number of strings according to your UPS configuration:

All 2-High UPS and EBM Cabinets*	Number of Strings
UPS + 1 EBM	6
UPS + 2 EBMs	10
UPS + 3 EBMs	14
UPS + 4 EBMs	18
All 3-High UPS and EBM Cabinets*	Number of Strings
UPS + 1 EBM	10
UPS + 2 EBMs	16
UPS + 3 EBMs	22

\* UPS-32 models contain 2 strings; EBM-64 models contain 4 strings.  
UPS-64 models contain 4 strings; EBM-96 models contain 6 strings.

6. Press the  $\leftarrow$  button to save the setting.
7. Press the **ESC** button until the Eaton Powerware logo appears.

## UPS Shutdown

To shut down the UPS:

1. Press any button on the front panel display to activate the menu options.
2. Press the  $\uparrow$  button on the front panel display and then press the  $\rightarrow$  button to select the TURN UPS ON/OFF menu.
3. Press the  $\leftarrow$  button to select the TURN UPS OFF option.
4. Press and hold the  $\leftarrow$  button for three seconds, until the UPS stops beeping.

The UPS stops supplying power to the load.

5. Switch the UPS battery circuit breaker to the OFF position.

The UPS disconnects from the batteries and is on logic power only.

6. Switch off utility power where the UPS is connected.

# Chapter 10 UPS Maintenance

This section explains how to:

- Care for the UPS and batteries
- Recycle used batteries or UPS
- Use the maintenance bypass switch

## UPS and Battery Care

For the best preventive maintenance, keep the area around the UPS clean and dust-free. If the atmosphere is very dusty, clean the outside of the system with a vacuum cleaner.

For full battery life, keep the UPS at an ambient temperature of 77°F (25°C).



**NOTE** *The batteries in the UPS are rated for a 3–5 year service life. The length of service life varies, depending on the frequency of usage and ambient temperature. Batteries used beyond expected service life will often have severely reduced runtimes. Replace batteries at least every 5 years to keep units running at peak efficiency.*

## Storing the UPS and Batteries

When storing the UPS and optional cabinets, the following requirements should be met:

- Verify that the battery circuit breaker is in the OFF position.
- Avoid temperature and humidity extremes. To maximize battery life, the recommended storage temperature is 59°F (15°C) to 77°F (25°C).
- If you store the UPS for a long period, recharge the batteries every 10 months by applying utility power. The batteries charge to 80% capacity in approximately 3 hours. However, it is recommended that the batteries charge for 48 hours after long-term storage.
- Check the battery recharge date on the shipping carton label. If the date has expired and the batteries were never recharged, do not use the UPS. Contact your service representative.

## When to Replace Batteries

When the  indicator flashes and the LCD panel displays Battery Failure, the batteries may need replacing. Contact your service representative to order new batteries.

Change the batteries approximately every five years.

## Recycling the Used Battery or UPS

Contact your local recycling or hazardous waste center for information on proper disposal of the used battery or UPS.

### WARNING



- Do not dispose of the battery or batteries in a fire. Batteries may explode. Proper disposal of batteries is required. Refer to your local codes for disposal requirements.
- Do not open or mutilate the battery or batteries. Released electrolyte is harmful to the skin and eyes. It may be toxic.

### CAUTION



Do not discard the UPS or the UPS batteries in the trash. This product contains sealed, lead-acid batteries and must be disposed of properly. For more information, contact your local recycling/reuse or hazardous waste center.

### CAUTION

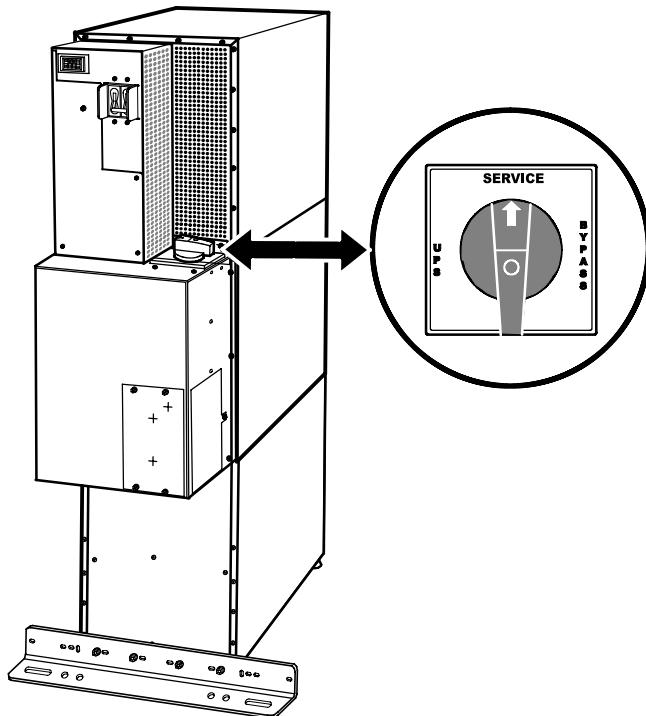


Do not discard waste electrical or electronic equipment (WEEE) in the trash. For proper disposal, contact your local recycling/reuse or hazardous waste center.

## Using the UPS Maintenance Bypass Switch

The UPS maintenance bypass switch is located on the back of the UPS (see Figure 47).

The maintenance bypass switch is used to bypass the UPS during maintenance or servicing. The switch provides a wrap-around bypass without shutting down the load. The SERVICE position on the switch allows a service engineer to apply power to the UPS input and verify its operation while the load is powered through bypass.



**Figure 47. Maintenance Bypass Switch**

To transfer the load from the UPS to maintenance bypass:

1. Turn the maintenance bypass switch to the BYPASS position.

The battery circuit breaker trips, and the UPS is now bypassed, with the load powered by utility power.

2. The UPS automatically shuts down.

To transfer the load from maintenance bypass to the UPS:

1. Turn the maintenance bypass switch to the SERVICE position.

The UPS starts up in Bypass mode, with the load still powered by utility power.

2. Switch the UPS battery circuit breaker to the ON position.



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**NOTE** Wait until the indicator illuminates before proceeding to Step 3; otherwise, power to the load may be lost.

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3. Turn the maintenance bypass switch to the UPS position to return to Normal mode. The UPS is now powering the load.

## Using the Wall-Mounted Bypass Cabinet

To transfer the load from the UPS to maintenance bypass (wall-mounted operation):

1. Transfer the UPS to Bypass mode:
  - Press any button on the front panel display to activate the menu options.
  - Using the  $\uparrow$  button on the front panel display, scroll to the Control menu option and press the  $\rightarrow$  button.
  - Press the  $\leftarrow$  button to select the Go to Bypass Mode option.

The  $\text{UPS}$  and  $\text{BYP}$  indicators illuminate, indicating the UPS is operating in Bypass mode.

2. Switch the bypass breaker in the wall-mounted bypass cabinet to the ON position.

The UPS is now bypassed, with the load powered by utility power.

3. Switch the UPS breaker in the wall-mounted bypass cabinet to the OFF position.

To transfer the load from maintenance bypass to the UPS (wall-mounted operation):

1. If the UPS was powered off, continue to Step 2.  
If the UPS is already in Bypass mode, proceed to Step 8.
2. Switch on utility power where the UPS is connected.
3. Wait for the front panel LCD to illuminate.  
The  $\Delta$  indicator flashes.
4. Switch all battery circuit breakers to the ON position.  
The  $\Delta$  indicator stops flashing.

5. Press any button on the front panel display to activate the menu options.
6. Using the  $\uparrow$  button on the front panel display, scroll to the Control menu option and press the  $\rightarrow$  button.
7. Press the  $\leftarrow$  button to select the Go to Bypass Mode option.

The  and  indicators illuminate, indicating the UPS is operating in Bypass mode.

8. Switch the UPS breaker in the wall-mounted bypass cabinet to the ON position.
9. Switch the bypass breaker in the wall-mounted bypass cabinet to the OFF position.

The UPS is now powering the load in Bypass mode.

10. Transfer the UPS to Normal mode:

- Press the  $\leftarrow$  button to select the Go To Normal Mode option.
- Press the **ESC** button until the Eaton Powerware logo appears.

The UPS is now powering the load in Normal mode.

## Chapter 11 Specifications

This section provides the following specifications:

- Model list
- Dimensions and weights
- Environmental and safety specifications
- Technical specifications
- Model specifications
- Battery specifications
- Battery runtimes

**Table 9. Model List**

<b>UPS</b>	<b>Description</b>	<b>Power Rating</b>
PW9355-10-32	2-high: UPS with one battery section 3-high: UPS with one battery and one isolation transformer section	10 kVA, 9 kW
PW9355-10-64	3-high: UPS with two battery sections	10 kVA, 9 kW
PW9355-15-32	2-high: UPS with one battery section 3-high: UPS with one battery and one isolation transformer section	15 kVA, 13.5 kW
PW9355-15-64	3-high: UPS with two battery sections	15 kVA, 13.5 kW

<b>Extended Battery Module (EBM)</b>	<b>Description</b>
EBM-64	2-high: two battery sections
EBM-96	3-high: three battery sections

**Table 10. Dimensions and Weights**

Dimensions (H × W × D)		Weight
2-High UPS	32.2" × 12" × 33.5" (81 × 30 × 85 cm)	381 lb (173 kg)
3-High UPS-32	47.8" × 12" × 33.5" (121.5 × 30 × 85 cm)	587 lb (266 kg)
3-High UPS-64	47.8" × 12" × 33.5" (121.5 × 30 × 85 cm)	619 lb (281 kg)
2-High EBM	32.2" × 12" × 30.3" (81 × 30 × 77 cm)	480 lb (218 kg)
3-High EBM	47.8" × 12" × 30.3" (121.5 × 30 × 77 cm)	710 lb (322 kg)

**Table 11. Environmental and Safety Specifications**

<b>Operating Temperature</b>	50°F to 104°F (10°C to 40°C) Optimal battery performance: 77°F (25°C)
<b>Transit Temperature</b>	-13°F to 131°F (-25°C to 55°C)
<b>Storage Temperature</b>	32°F to 77°F (0°C to 25°C) Recommended battery storage: 59°F to 77°F (15°C to 25°C)
<b>Ventilation</b>	Front air intake, forced air, two fans, positive pressurization, temperature UPS-monitored
<b>Altitude</b>	9,843 ft (3,000m) operating without derating 32,810 ft (10,000m) during transportation
<b>Relative Humidity</b>	5–95% noncondensing
<b>Audible Noise</b>	<56 dBA at 1 meter distance, typical loads <62 dBA for heavy load, high ambient or high altitude, on battery
<b>Surge Suppression</b>	ANSI C62.41 Category B3
<b>Safety Conformance</b>	NOM-019-SCFI, UL 1778, CSA C22.2, No. 107.3; EN 55022 Class A (CISPR22 Class A) and IEC 60950; IEC 62040-1-1
<b>Agency Markings</b>	cULus, cUL, CE (pending)
<b>EMC (Class A)</b>	IEC 62040-2, FCC Part 15, ICES-003

**Table 12. Technical Specifications**

<b>Technology</b>	Online, double-conversion topology with static bypass switch and 3-position maintenance bypass switch. Frequency independent operation.
<b>Input Voltage Range</b>	75/130–144/249 Vac per phase
<b>Input Power Factor</b>	>0.99 at full load nominal line conditions
<b>Input Rated Voltage</b>	120/208 or 127/220 Vac three-phase
<b>Isolation Transformer Input Voltage Range</b>	480V or 600V $\pm 20\%$ 60 Hz only
<b>Input Frequency Range</b>	45–65 Hz
<b>Input Rated Frequency</b>	50/60-Hz selectable, auto-configuring
<b>Output Voltage Regulation</b>	$\pm 1\%$ static, Phase to Neutral $\pm 2\%$ static, Phase to Phase $\pm 5\%$ dynamic at 100% resistive load change Response time <1 ms
<b>Output Voltage Distortion</b>	<2% THD linear load <5% THD non-linear load
<b>Output Frequency</b>	50/60-Hz selectable or auto-configuring
<b>Output Frequency Regulation</b>	Synchronization to line
<b>Output Overload</b>	101–110% for 10 minutes 111–125% for 60 seconds 126–149% for 5 seconds >150% for 300 milliseconds

**Table 13. Model Specifications**

<b>10 kVA Model</b>				
<b>Output Voltage (Line-Line)</b>	208	208	208	220
<b>Output Voltage (Line-Neutral)</b>	120	120	120	127
<b>Input Voltage</b>	208	480 (with input isolation transformer)	600V (with input isolation transformer)	220
<b>Input Current</b>	32.2A	16A	13.3A	30.5A
<b>Output Current</b>	27.8A	27.8A	27.8A	26.2A
<b>Output kVA</b>	10	10	10	10
<b>Output kW</b>	9	9	9	9
<b>Efficiency (Minimum)</b>	89%	83%	83%	89%
<b>Heat Rejection [BTU/hr (kg-cal/hr)]</b>	3798 (956)	6294 (1585)	6294 (1585)	3798 (956)
<b>15 kVA Model</b>				
<b>Output Voltage (Line-Line)</b>	208	208	208	220
<b>Output Voltage (Line-Neutral)</b>	120	120	120	127
<b>Input Voltage</b>	208	480 (with input isolation transformer)	600 (with input isolation transformer)	220
<b>Input Current</b>	48A	24A	20A	45.7A
<b>Output Current</b>	41.6A	41.6A	41.6A	39.4A
<b>Output kVA</b>	15	15	15	15
<b>Output kW</b>	13.5	13.5	13.5	13.5
<b>Efficiency (Minimum)</b>	90%	85%	85%	90%
<b>Heat Rejection [BTU/hr (kg-cal/hr)]</b>	5122 (1290)	8134 (2048)	8134 (2048)	5122 (1290)

**Table 14. Battery Specifications**

<b>Battery Type</b>	9 Ah sealed, valve-regulated lead acid (VRLA), maintenance-free, minimum 3-year float service life at 25°C (77°F), voltage 192 Vdc (96 cells per string)
<b>Number of Strings</b>	Maximum of 22 strings per full configuration, including UPS batteries (4 EBM-64 cabinets or 3 EBM-96 cabinets, plus UPS batteries) UPS-32: 2 strings; UPS-64: 4 strings EBM-64: 4 strings; EBM-96: 6 strings
<b>Battery Replacement</b>	Must be replaced by a qualified service technician
<b>Charger</b>	Service configurable 0.5–34A per string, with overall maximum of 34A (limited by input current). Default: 3.4A per string
<b>Charging</b>	Internal battery: approximately 3 hours to 80% usable capacity at nominal line voltage after full load discharge External battery: no more than 10x discharge time to 90% usable capacity at nominal line voltage after full load discharge
<b>Start-on-Battery</b>	Allows start of UPS without utility input
<b>Performance</b>	ABM technology increases battery service life, optimizes recharge time, and provides a warning before the end of useful battery life
<b>Protection</b>	Extended Battery Module output protected by 100A circuit breaker

**Table 15. Battery Runtimes (in Minutes) at Full Load**

2-High Cabinets					
Load	32 Internal UPS Batteries	(1) EBM-64	(2) EBM-64	(3) EBM-64	(4) EBM-64
15 kVA/13.5 kW	4	23	43	65	88
10 kVA/9 kW	8	37	69	106	144
3-High Cabinets					
Load	64 Internal UPS Batteries	(1) EBM-96	(2) EBM-96	(3) EBM-96	
15 kVA/13.5 kW	13	43	76	113	
10 kVA/9 kW	22	69	124	184	

**NOTE** Battery times are approximate and vary depending on the load configuration and battery charge.



## Chapter 12 Troubleshooting

The Powerware 9355 is designed for durable, automatic operation and also alerts you whenever potential operating problems may occur. Usually the alarms shown by the control panel do not mean that the output power is affected. Instead, they are preventive alarms intended to alert the user. Use the following troubleshooting chart to determine the UPS alarm condition.

### Typical Alarms and Conditions

The following table describes typical alarms and conditions; check the Event Log through the control panel for a list of active alarms. If an alarm appears with a service code, please contact the Help Desk (see page 93).

Alarm or Condition	Possible Cause	Action
On Battery 	A utility failure has occurred and the UPS is in Battery mode.  LED is on. 1 beep every second.	The UPS is powering the equipment with battery power. Prepare your equipment for shutdown.
Battery Low 	The battery is running low.  LED is on. Continuous beep for 10 seconds.	Five minutes or less of battery power remains (depending on load configuration and battery charge). Save your work and turn off your equipment.  When utility power is restored, the UPS restarts automatically, provides power to the load, and charges the battery.
Battery Breaker 	The UPS does not recognize the internal batteries.  LED is on. 1 beep every second.	Verify the battery circuit breaker is in the ON position. If the condition persists, contact your service representative.
Overload 	Power requirements exceed the UPS capacity (greater than 100% of nominal; see page 87 for specific output overload ranges).  LED is on. 1 beep every second.	Remove some of the equipment from the UPS. The UPS continues to operate, but may switch to Bypass mode if the load increases. The alarm resets when the condition becomes inactive.

Alarm or Condition	Possible Cause	Action
Overtemperature 	UPS internal temperature is too high or the fan has failed.  LED is on. 1 beep every second.	Turn the maintenance bypass switch to the SERVICE position. Otherwise, shut down the UPS. Clear vents and remove any heat sources. Allow the UPS to cool. Ensure the airflow around the UPS is not restricted.  If the alarm disappears, turn the maintenance bypass switch back to the UPS position. If the condition persists, contact your service representative.
Battery test failed	The batteries need service.	Contact your service representative.
The UPS does not start.	The main utility breaker is off.  If an optional isolation transformer is installed, the input circuit breaker is off.  The remote emergency power-off (REPO) switch is active or the REPO connector is missing.	Verify that the main utility breaker is on.  Verify that the isolation transformer input circuit breaker is on.  Reset the REPO switch and restart the UPS. Verify that the REPO connector is present.
Power is not available at the UPS output receptacles.	The UPS is in Standby mode.	Supply power to the connected equipment: Press any button on the front panel display to activate the menu options. Press the <b>↑</b> button on the front panel display and then press the <b>→</b> button to select the TURN UPS ON/OFF menu. Press the <b>↓</b> button to select the TURN UPS ON option; press the <b>←</b> button. Press and hold the <b>←</b> button for three seconds, until the UPS stops beeping.
The UPS does not provide the expected backup time.	The batteries need charging or service.  Battery circuit breakers are in the OFF position.	Apply utility power for 48 hours to charge the batteries. If the condition persists, contact your service representative.  Switch all battery circuit breakers to the ON position.

## Silencing the Alarm

Before silencing an alarm, check the alarm condition and perform the applicable action to resolve the condition.

Press any button on the front panel display to silence the alarm. If the alarm status changes, the alarm beeps again, overriding the previous alarm silencing.

## Service and Support

If you have any questions or problems with the UPS, call your **Local Distributor** or the **Help Desk** at one of the following telephone numbers and ask for a UPS technical representative.

United States: **1-800-843-9433 or 1-919-870-3028**

Canada: **1-800-461-9166 ext 260**

All other countries: **Call your local service representative**

Please have the following information ready when you call for service:

- Model number
- Serial number
- Firmware version number
- Date of failure or problem
- Symptoms of failure or problem
- Customer return address and contact information



## Chapter 13 Limited Warranty

**WARRANTOR:** The warrantor for the limited warranties set forth herein is Eaton Power Quality Corporation, a Delaware Corporation ("Eaton").

**LIMITED WARRANTY:** This limited warranty (this "Warranty") applies only to the original end-user (the "End-User") of the Powerware 3 Phase UPS Products (the "Product") and cannot be transferred. This Warranty applies even in the event that the Product is initially sold by Eaton for resale to an End-User.

**LIMITED WARRANTY PERIOD:** The period covered by this Warranty for Product installed [and currently located] in the fifty (50) United States and the District of Columbia is twelve (12) months from the date of Product start-up or eighteen (18) months from date of Product shipment, whichever occurs first. The period covered by this Warranty for Product installed [and currently located] outside of the fifty (50) United States and the District of Columbia is twelve (12) months from the date of Product start-up or eighteen (18) months from date of Product shipment, whichever occurs first.

**WHAT THIS LIMITED WARRANTY COVERS:** The warrantor warrants that the Powerware three-phase UPS electronics, Eaton-built accessories, and Powerware-built battery cabinets, (individually and collectively, the "Warranted Items") are free from defects in material and workmanship. If, in the opinion of Eaton, a Warranted Item is defective and the defect is within the terms of this Warranty, Eaton's sole obligation will be to repair or replace such defective item (including by providing service, parts and labor, as applicable), at the option of Eaton. The Warranted Item will be repaired or replaced onsite at the End-User's location or such other location as determined by Eaton. Any parts that are replaced may be new or reconditioned. All parts replaced by Eaton shall become the property of Eaton.

**WHAT THIS LIMITED WARRANTY DOES NOT COVER:** This Warranty does not cover any defects or damages caused by: (a) failure to properly store the Product before installation, including the "trickle charge" of batteries no later than the date indicated on the packaging; (b) shipping and delivery of the Product if shipping is FOB Factory; (c) neglect, accident, abuse, misuse, misapplication, incorrect installation; (d) repair or alteration, not authorized in writing by Eaton personnel or performed by an authorized Eaton Customer Service Engineer or Agent; or (e) improper testing, operation, maintenance, adjustment, or any modification of any kind not authorized in writing by Eaton personnel or performed by an authorized Eaton Customer Service Engineer or Agent.

This Warranty is not valid: (a) unless an authorized Eaton Customer Service Engineer (in USA) or Agent (outside of USA) performs start-up and commissioning of the Product; (b) if the Product is moved to a new location by someone other than an authorized Eaton Customer Service Engineer (in USA) or Agent (outside of USA); or (c) if the Product's serial numbers have been removed or are illegible. Any Warranted Items repaired or replaced pursuant to this Warranty will be warranted for the remaining portion of the original Warranty subject to all the terms thereof. Labor warranty is not provided for Product located outside of the fifty (50) United States or the District of Columbia. **Any equipment, parts or materials included in the Product and not manufactured by Eaton are warranted solely by the manufacturer of such equipment, parts or materials and are not included as part of this warranty. Batteries are not warranted by Eaton.**

**THIS WARRANTY IS THE END-USER'S SOLE REMEDY AND IS EXPRESSLY IN LIEU OF, AND THERE ARE NO OTHER, EXPRESSED OR IMPLIED GUARANTEES OR WARRANTIES (INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE, WHICH ARE EXPRESSLY DISCLAIMED).**

**LIMITATION OF LIABILITY:** In no event shall Eaton be liable for any indirect, incidental, special or consequential damages of any kind or type whatsoever, or based on any claim or cause of action, however denominated. Eaton shall not be responsible for failure to provide service or parts due to causes beyond Eaton's reasonable control. In no case will Eaton's liability under this Warranty exceed the replacement value of the Warranted Items.

**END-USER'S OBLIGATIONS:** In order to receive the benefits of this Warranty, the End-User must use the Product in a normal way; follow the Product's operators and maintenance manual; and protect against further damage to the Product if there is a covered defect.

**OTHER LIMITATIONS:** Eaton's obligations under this Warranty are expressly conditioned upon receipt by Eaton of all payments due to it (including interest charges, if any). During such time as Eaton has not received payment of any amount due to it for the Product, in accordance with the contract terms under which the Product is sold, Eaton shall have no obligation under this Warranty. Also during such time, the period of this Warranty shall continue to run and the expiration of this Warranty shall not be extended upon payment of any overdue or unpaid amounts.

**COSTS NOT RELATED TO WARRANTY:** The End-User shall be invoiced for, and shall pay for, all services not expressly provided for by the terms of this Warranty, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Any costs for replacement equipment, installation, materials, freight charges, travel expenses or labor of Eaton representatives outside the terms of this Warranty will be borne by the End-User.

**OBTAINING WARRANTY SERVICE:** In the USA, call the Eaton Customer Reliability Center 7x24 at 800-843-9433. Outside of the USA, call your local Eaton sales or service representative, or call the Eaton Customer Reliability Center in the USA at 919-870-3028. For comment or questions about this Limited Factory Warranty, write to the Customer Quality Representative, 3301 Spring Forest Road, Raleigh, North Carolina 27616 USA.